TRISM IV

User Manual

Version 4.3.2006.086

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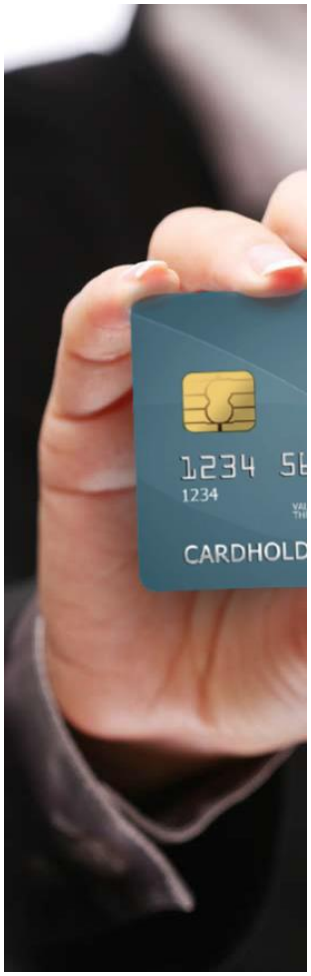


What is TRISM IV?

TRISM IV is the latest card issuance suite developed by DemoTeller Systems, Inc. This unique hardware and software system provides all the tools needed for the creation and distribution of financial cards of any kind.

Initially introduced in the late 1990's, TRISM provides instant and central issuance of Visa® and Mastercard® credit and debit cards to financial institutions worldwide.

TRISM works seamlessly with the PCI-certified and listed Hardware Security Module (HSM) to ensure complete privacy of cardholders' information.

From centrally issued, pre-printed cards to customer created cards available for immediate use, TRISM IV boasts the versatility to meet any institution's most specific demands.

TRISM IV Desktop Icons

TRISM Manager

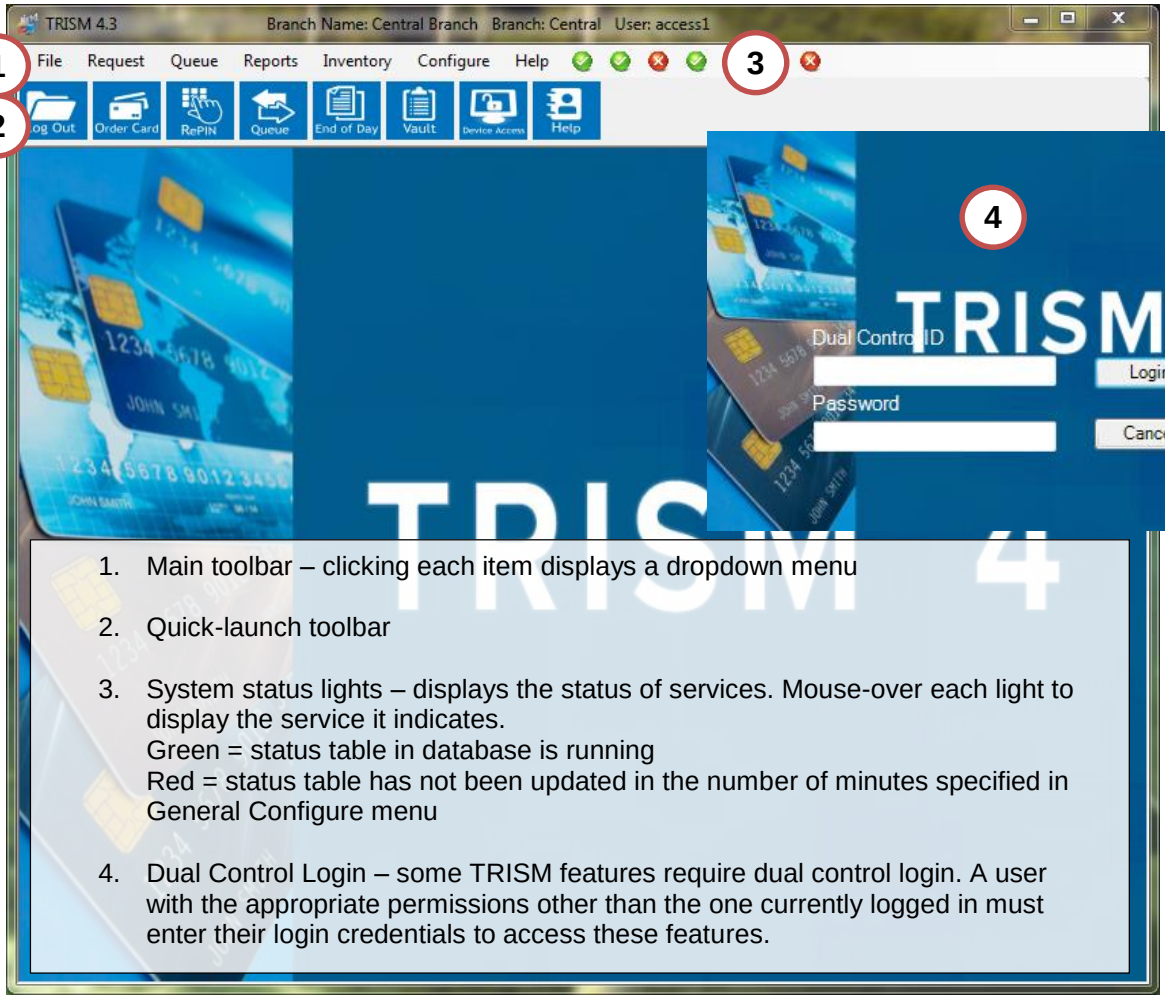
HSM Manager

Pick-Ur-Kard

Server

Print Controller

TRISM IV User Interface

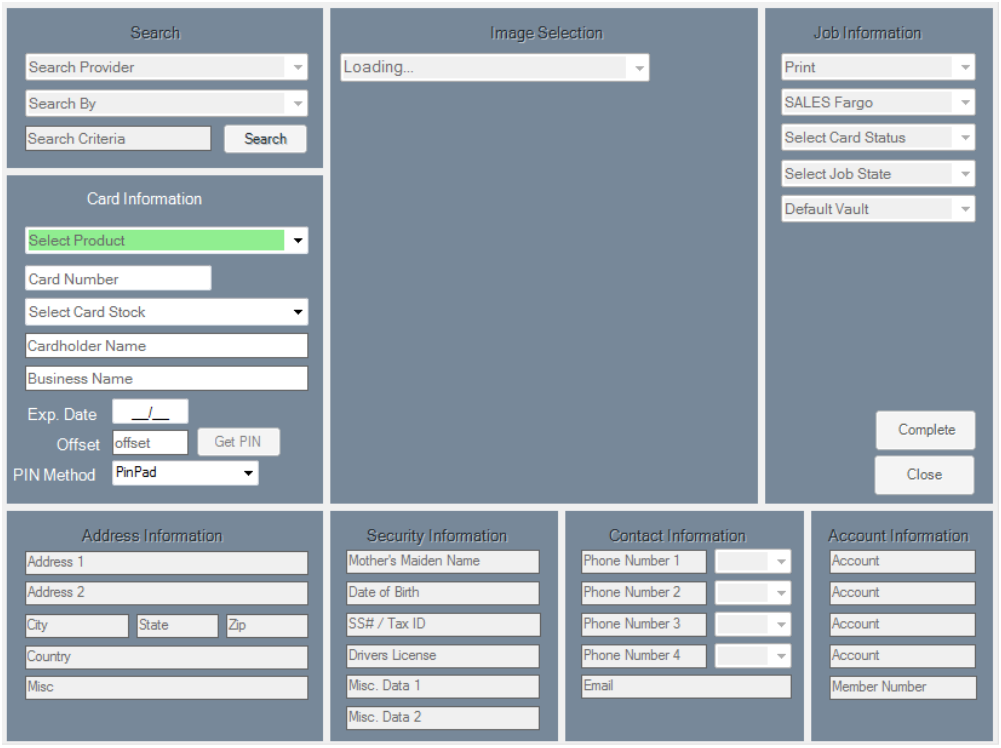


1. Main toolbar – clicking each item displays a dropdown menu
2. Quick-launch toolbar
3. System status lights – displays the status of services. Mouse-over each light to display the service it indicates.
   Green = status table in database is running
   Red = status table has not been updated in the number of minutes specified in General Configure menu
4. Dual Control Login – some TRISM features require dual control login. A user with the appropriate permissions other than the one currently logged in must enter their login credentials to access these features.

Request

Order Card

1. Select the appropriate BIN in the Select Product dropdown menu (highlighted in green)

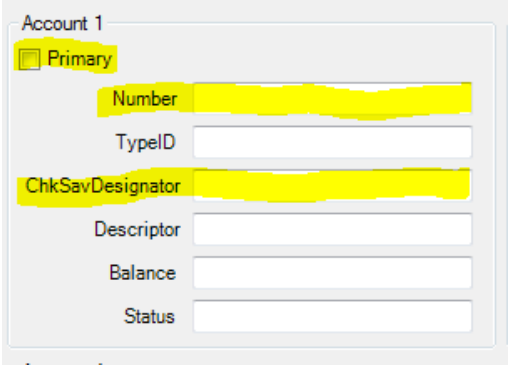


2. **If a core/processor interface is used**, select the interface, search by member or card number, and enter the member or card number. **If searching by card number**, the cardholder's information will be populated in the information fields. **If searching by member number**, select the corresponding account in the bottom menu, then the account's information will populate in the information fields.

   If a core/processor interface is <u>not</u> used, fill in the address information, security information, and contact information fields. After step 3a, click on the Accounts button in the Account Information menu, then enter the customer's account number and ChkSavDesignator. One account must have the Primary box checked.

   ChkSavDesignator Values

   D = checking
   S = savings



3. **Card Information**

   a. Click Get Card # to automatically generate the card number (if Auto Card Number is enabled in the BIN's format settings), or enter it manually.

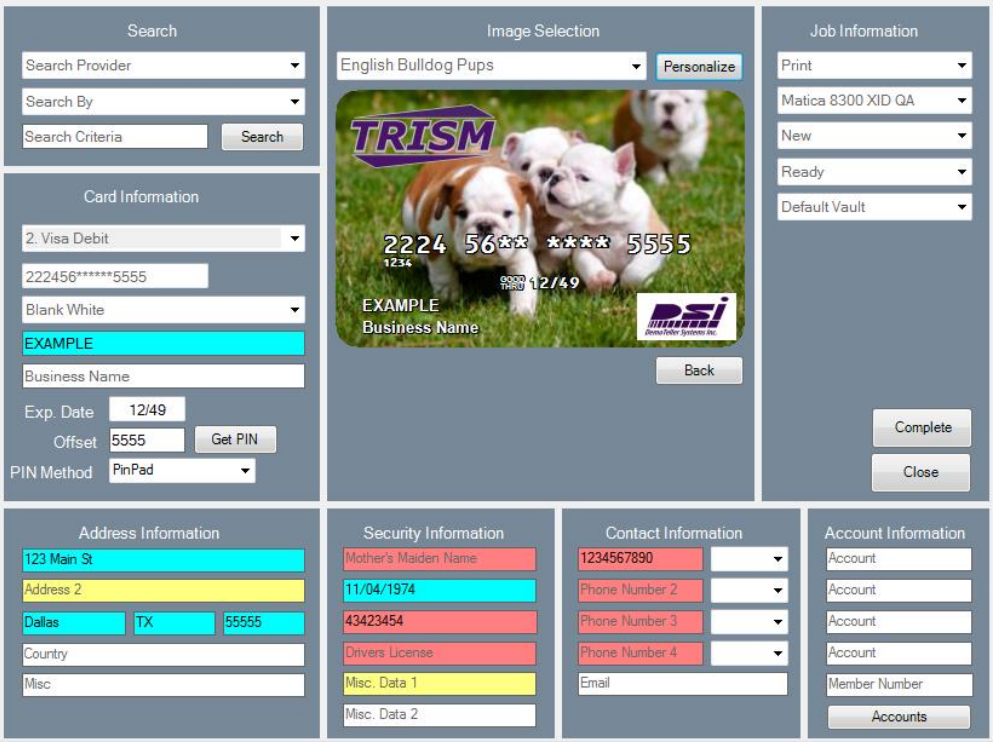
   b. Select the card stock from the drop down menu.

   c. Enter the customer's name, business name (if desired), and the card's expiration date, if not automatically generated.

   d. Select the PIN method.

   e. Click Get PIN. The PIN will be generated if specified, otherwise the PIN pad will beep. Enter the desired PIN on the PIN pad. Press the green Enter button.
   The PIN pad will beep again. Re-enter the PIN and press the green Enter button to confirm the PIN.

   f. The card's offset will be displayed after the PIN is entered.



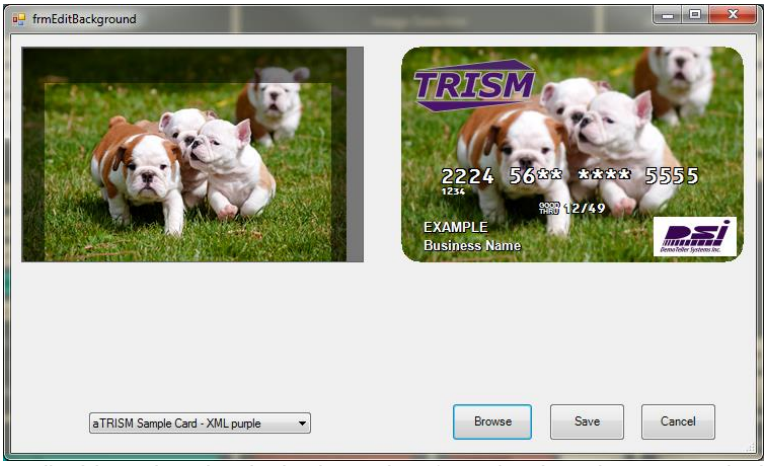
4. **Personalizing and Previewing Cards – See the Appendix for image guidelines**

   a. Select a gallery image from the dropdown menu or click Personalize. (If only one image is in the gallery destination folder, that image will display automatically.)

   b. Click **Browse** and navigate to the folder containing the custom image.

   c. Select the image and click **Open**.

   d. To crop the image, click and drag an area on the image on the left.



e. If applicable, select the desired template from the drop down menu in the bottom left of the screen.

f. Click **Save** when personalization is complete.

Click **Back** to preview the back of the card.

5. **Job Information**
   Select the following information from the dropdown menus:

   a. **Device**: Card Printer

   b. **Card Status**

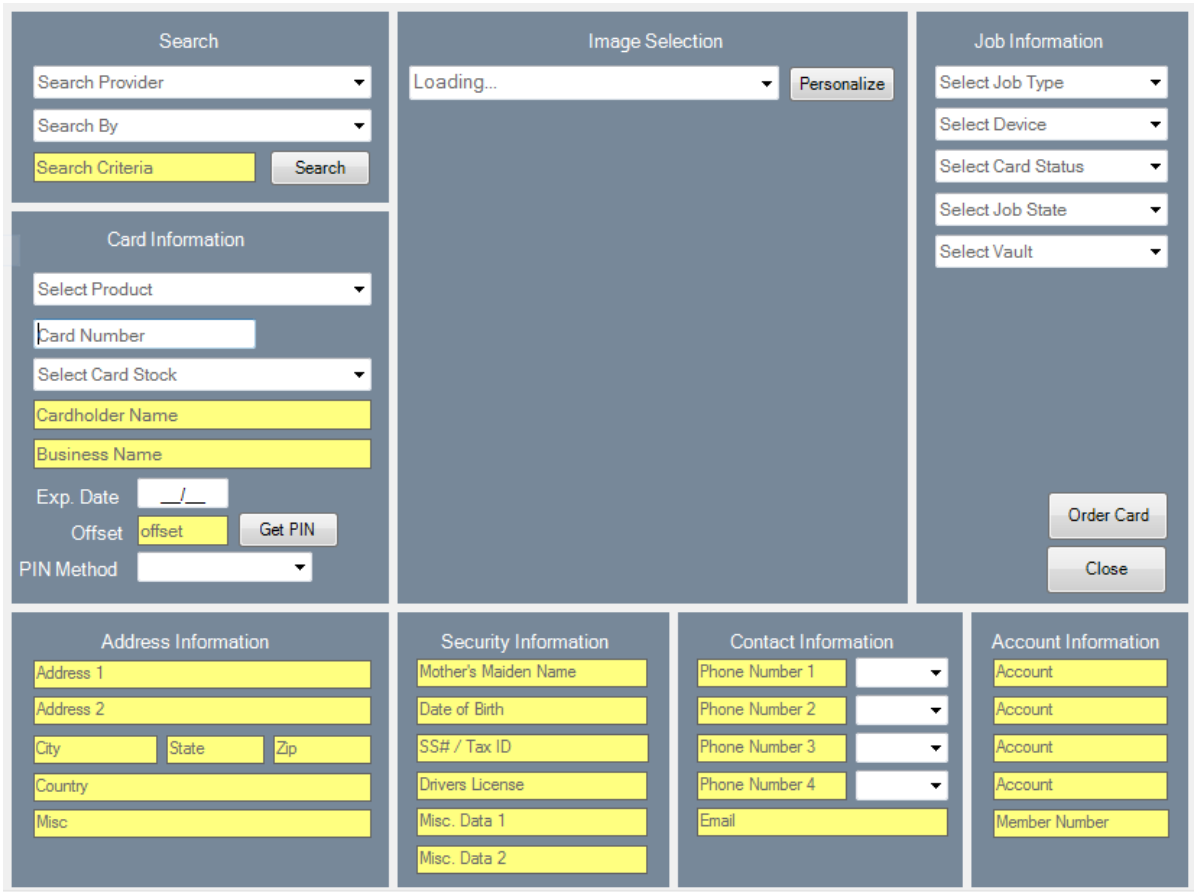
   c. **Job Status**:
   Ready: card prints immediately upon completion
   Paused: card does not print until state is changed to Ready in the Queue
   Manual: card does not print until it is manually fed into printer (not available with all printers)

6. Click **Complete** when all required fields are entered and personalization is complete.

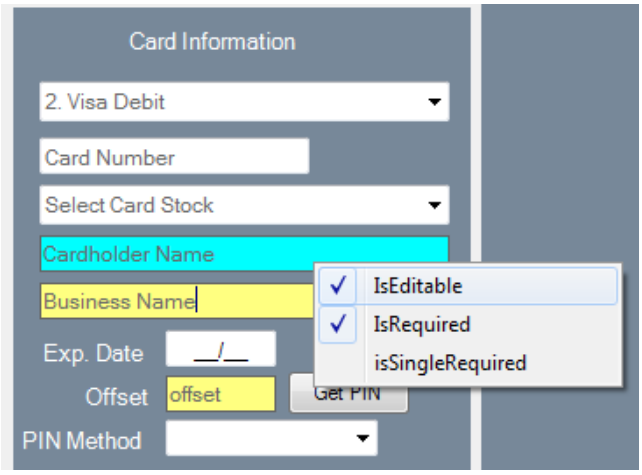
Edit Permissions

The Edit Permissions window allows a user to make certain fields in the Order Card window editable or required. Select a card type to edit its permissions.

The field highlighted in yellow in the screenshot below have editable permissions.



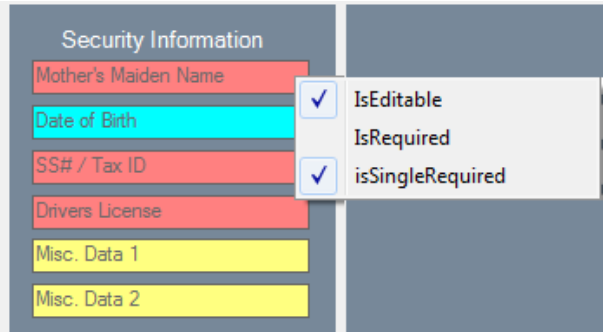
Change the colors of Editable, Required, and Single Required fields in Theme.



Is Editable - enables input of text

Is Required – field must be filled to complete request

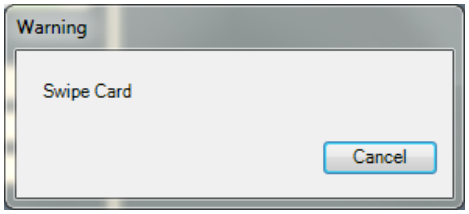
Is Single Required – one out of all Single Required fields per panel must be filled in.



Example: In the Security Information panel, Mother's Maiden Name, SS#/Tax ID, and Driver's License are single required, so one of these three fields must be completed to process the request.

Re-PIN

A dialogue box will prompt you to swipe the card to re-PIN. If card readers are not used or the card is not available, close the Swipe Card message and enter the customer's information.

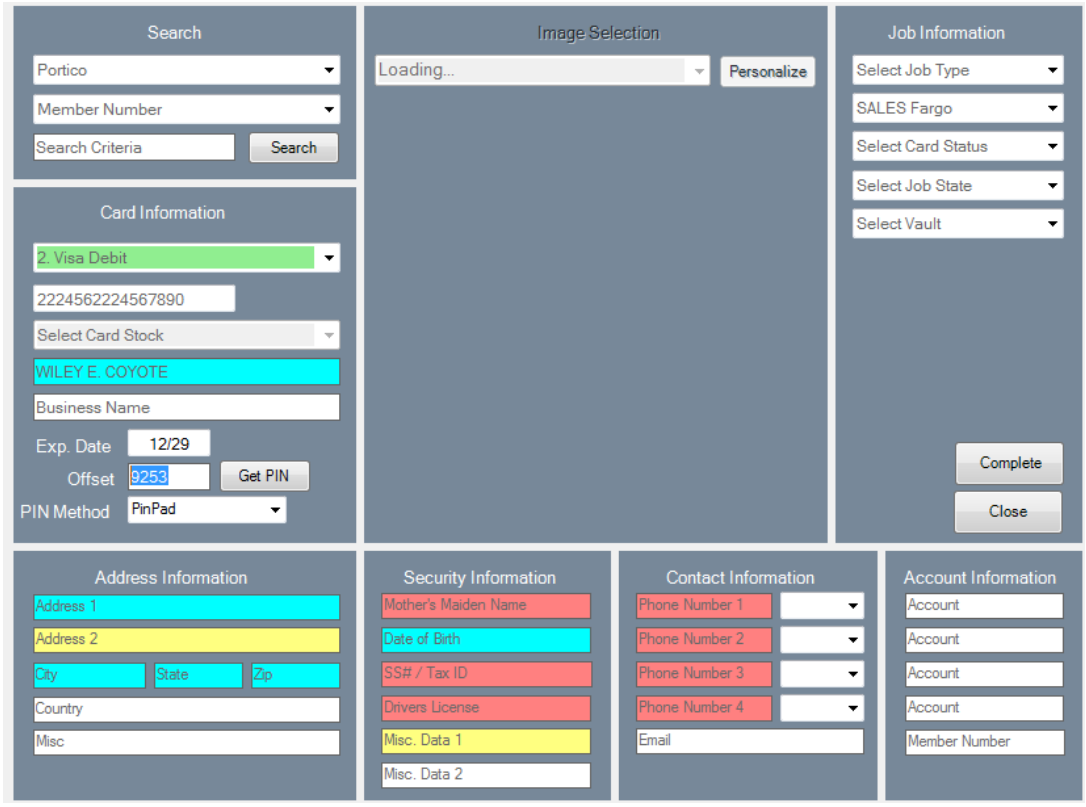


Select the PIN method, enter or generate the PIN, and click Complete.

Read a Card

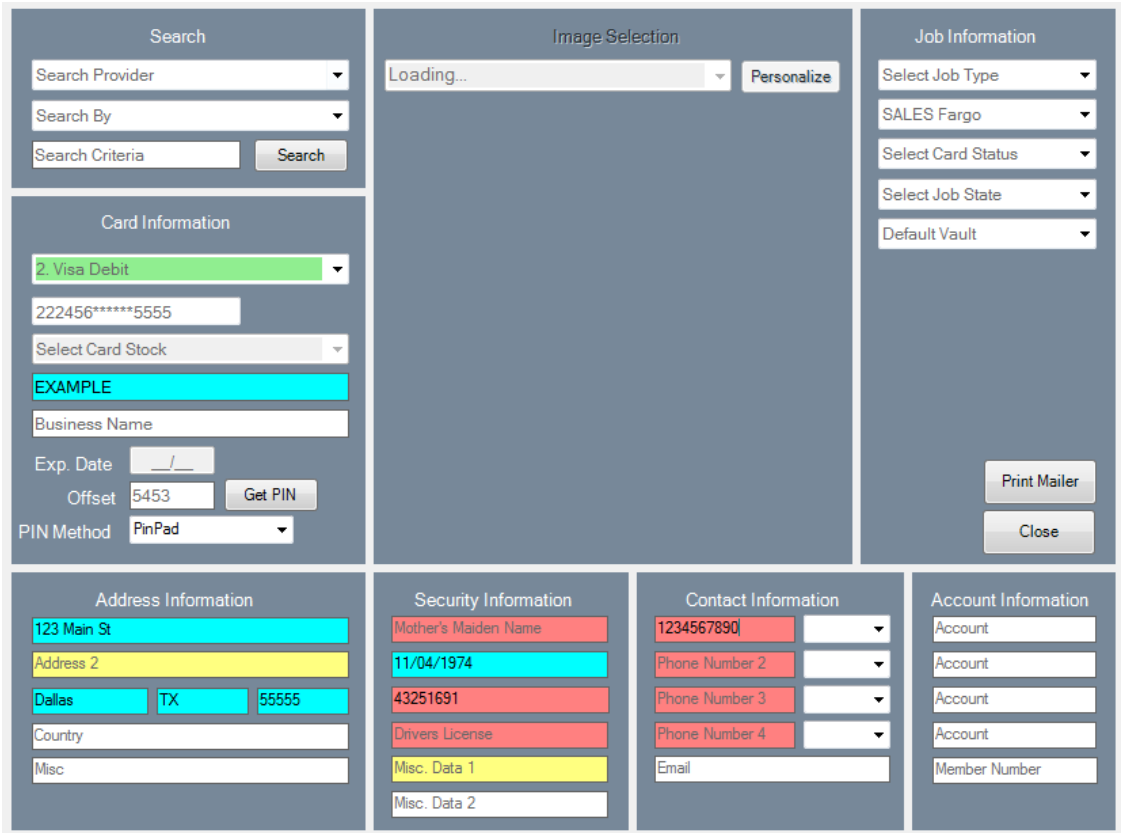
Swipe a card to display its track data (card number, format code, expiration date, etc.)

Field Name	Data
Format Code	B
Card Number	2224567890123456
Name	^COYOTE/WILEY E.
Expiration Date	2912
Service Code	101
Member Number	1
Offset	9253
Misc. Data	0000000000
CVV	123



PIN Mailer

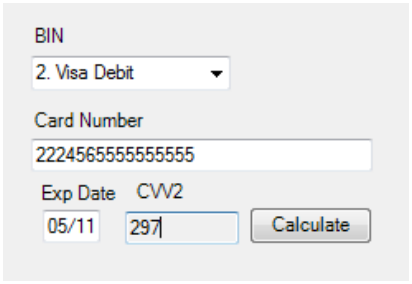
A PIN Mailer may be printed in this window if one is not printed at the time of card creation.



1. Enter the customer's member number in the Search Criteria and click **Search**.
2. Select the desired card number to populate the customer information.
3. Click "Print Mailer."

CVV2 Calculator

Verify the keys entered in HSM Manager are correct.

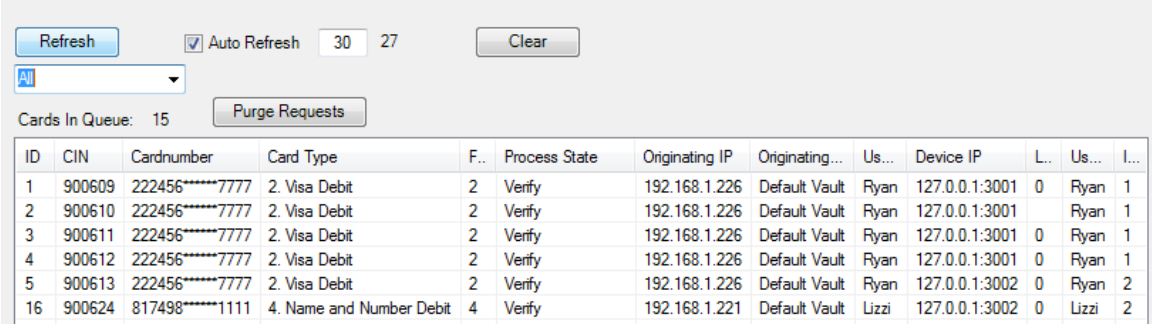


Enter the BIN, card number, and expiration date of an existing card and click Calculate.

If the CVV2 on the card and the CVV2 generated match, the keys are correct.

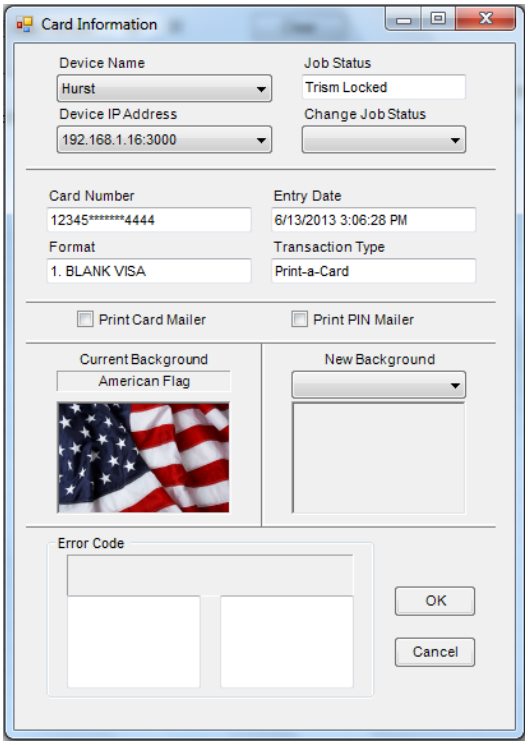
Queue

The queue displays all cards that have been ordered and have not yet printed.



ID	CIN	Cardnumber	Card Type	F..	Process State	Originating IP	Originating...	Us...	Device IP	L..	Us...	I...
1	900609	222456******7777	2. Visa Debit	2	Verify	192.168.1.226	Default Vault	Ryan	127.0.0.1:3001	0	Ryan	1
2	900610	222456******7777	2. Visa Debit	2	Verify	192.168.1.226	Default Vault	Ryan	127.0.0.1:3001		Ryan	1
3	900611	222456******7777	2. Visa Debit	2	Verify	192.168.1.226	Default Vault	Ryan	127.0.0.1:3001	0	Ryan	1
4	900612	222456******7777	2. Visa Debit	2	Verify	192.168.1.226	Default Vault	Ryan	127.0.0.1:3001	0	Ryan	1
5	900613	222456******7777	2. Visa Debit	2	Verify	192.168.1.226	Default Vault	Ryan	127.0.0.1:3002	0	Ryan	2
16	900624	817498******1111	4. Name and Number Debit	4	Verify	192.168.1.221	Default Vault	Lizzi	127.0.0.1:3002	0	Lizzi	2

Double-clicking an item in queue will display the Card Information:



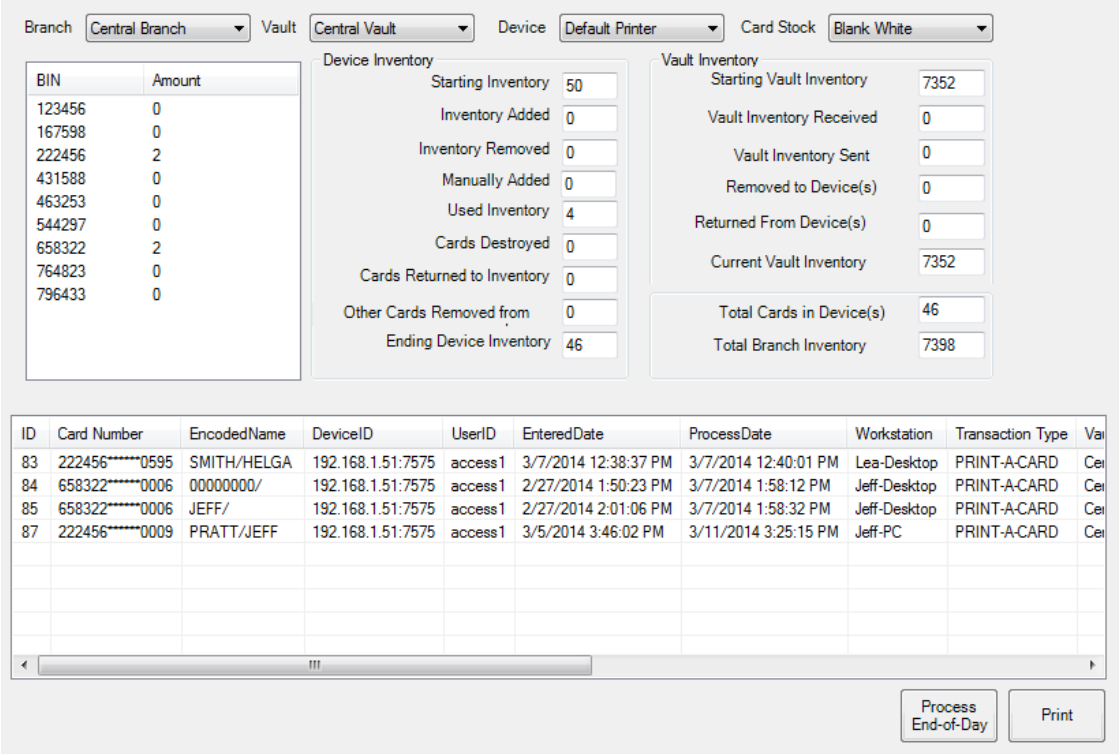
Change job status: ready photo, paused photo, manual photo, or card verified.
Delete a card in the queue by selecting it and pressing the Delete key on your keyboard.

If a Card Information window is open at another workstation or branch, the card cannot be printed, deleted, or changed. Click **Purge Requests** to close all Card Information windows.

Reports

End of Day

The End of Day report displays all cards and inventory changes made that day in selected devices and vaults. The table with the headers “BIN” and “Amount” show the quantity of each card type issued that day.



Tips for Balancing End of Day Reports

- Balance the end-of-day report *every day*. Never start the day with a device inventory greater or less than zero.
- Don’t wait until the end of the business day to spoil cards. Spoil them as soon as they are incorrectly printed. Otherwise, it is easy to lose track of misprinted cards and will cause difficulty balancing the end of day report.
- Use the Device Access function to account for added or removed cards even if the device will be unlocked manually. Not using Device Access is a guaranteed way to end the day with a negative device inventory.
- The queue should be empty at the end of day. All cards in the queue should either be printed and verified, or deleted.

Device Inventory

Starting Inventory: Quantity of cards in device at the beginning of the day (only greater than zero if cards are not removed at end of previous day)

Inventory Added: Quantity of cards added to device throughout the day

Inventory Removed: Total quantity of cards removed from vault device

Manually Added: Quantity of cards added manually during the order card process

Used Inventory: Quantity of cards not destroyed or returned to inventory; successfully printed cards issued to customers

Cards Destroyed: Quantity of cards destroyed in the Spoil Card menu

Cards Returned to Inventory: Quantity of cards returned in the Spoil Card menu

Other Cards Removed from Inventory: Quantity of cards removed from device not accounted for by the Spoil Card menu

Ending Device Inventory: Sum of the above quantities

Vault Inventory

Starting Vault Inventory: Quantity of cards in vault since last processed end-of-day

Vault Inventory Received: Quantity of cards received in the Vault Inventory Transfer page

Removed to Device(s): Quantity of cards added to devices in Device Access

Returned from Device(s): Quantity of cards removed from devices via Device Access and returned to vault

Current Vault Inventory: Quantity of cards in vault

Total Cards in Device(s): Quantity of cards in all devices

Total Branch Inventory: Sum of cards in devices and vault(s)

If the Ending Device Inventory and/or Total Cards in Device(s) is greater or less than zero, the following window will appear:

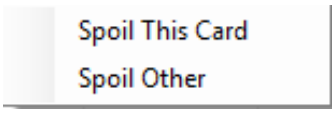
Over-Ride?
Device(s) still have cards in them... Please remove all cards before processing end of day. Would you like to Over-Ride this???
Yes
No

Click Yes to process End-of-Day.
Click No to return to the End-of-Day Report screen.

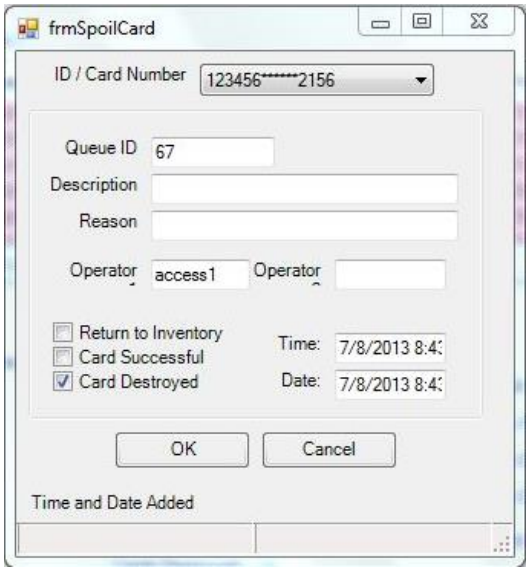
Spoil Cards

A misprinted card that cannot be issued is considered “spoiled.” A spoiled card will be highlighted in red.

Right-click a card in the End of Day report to display the following menu:



Select **Spoil This Card** to display the following window:



Enter a description of the spoiled card and the reason for spoilage.
Select from the following options:

Return to Inventory – the card was ejected clean/unencoded, and can be used again. Will add 1 back into Vault Inventory.
Card Successful - the card did print, or a card was accidentally printed. Subtracts 1 from Vault Inventory.
Card Destroyed - the card was damaged during printing, or was destroyed after. Subtracts 1 from Vault Inventory.

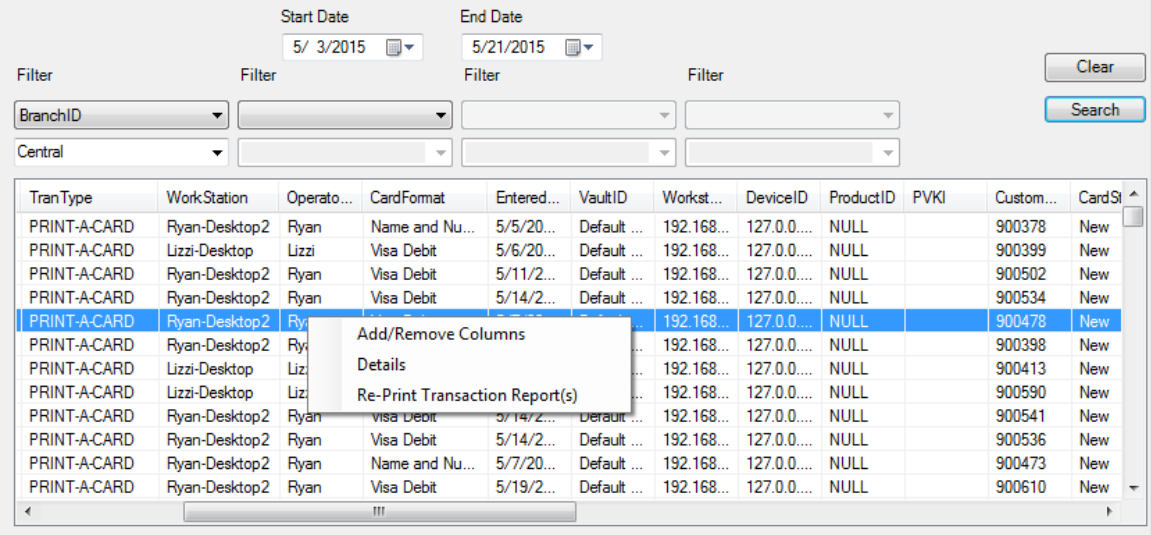
Click **OK** when finished.

Spoil Other
If inventory needs adjusting without the need to spoil a printed card, this can be achieved through selecting Spoil Other. Right click anywhere in the field where printed cards will appear, and select Spoil Other. The same process as a regular spoil applies.

- To add a card back to the Vault Inventory, select Return to Inventory or Card Successful.
- To subtract a card from the Vault Inventory, select Card Destroyed.

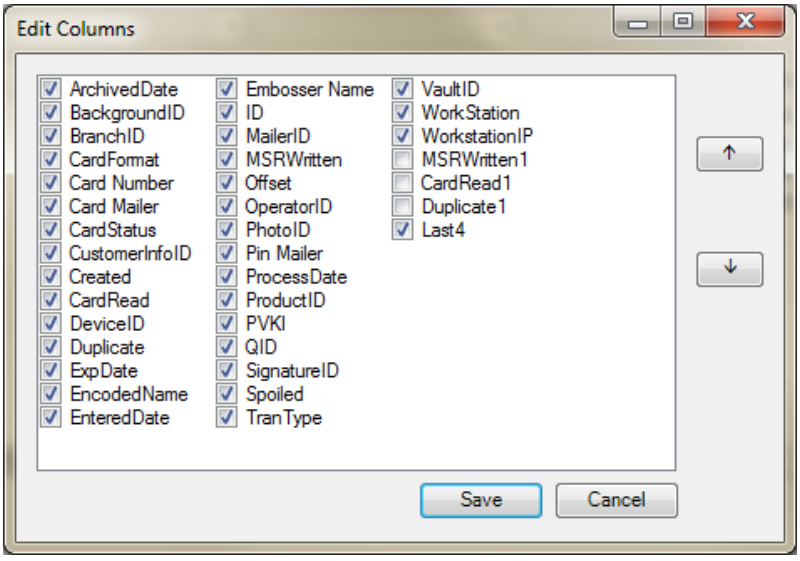
Management

Reports with user-specified information may be created in the Management tab.


Start Date
5/ 3/2015
End Date
5/21/2015
Filter
Filter
Filter
Filter
Clear
Search
BranchID
Central
TranType
WorkStation
Operato...
CardFormat
Entered...
VaultID
Workst...
DeviceID
ProductID
PVKI
Custom...
CardSt
PRINT-A-CARD Ryan-Desktop2 Ryan Name and Nu... 5/5/20... Default ... 192.168... 127.0.0.... NULL 900378 New
PRINT-A-CARD Lizzi-Desktop Lizzi Visa Debit 5/6/20... Default ... 192.168... 127.0.0.... NULL 900399 New
PRINT-A-CARD Ryan-Desktop2 Ryan Visa Debit 5/11/2... Default ... 192.168... 127.0.0.... NULL 900502 New
PRINT-A-CARD Ryan-Desktop2 Ryan Visa Debit 5/14/2... Default ... 192.168... 127.0.0.... NULL 900534 New
PRINT-A-CARD Ryan-Desktop2 192.168... 127.0.0.... NULL 900478 New
PRINT-A-CARD Ryan-Desktop2 192.168... 127.0.0.... NULL 900398 New
PRINT-A-CARD Lizzi-Desktop 192.168... 127.0.0.... NULL 900413 New
PRINT-A-CARD Lizzi-Desktop 192.168... 127.0.0.... NULL 900590 New
PRINT-A-CARD Ryan-Desktop2 192.168... 127.0.0.... NULL 900541 New
PRINT-A-CARD Ryan-Desktop2 Ryan Visa Debit 5/14/2... Default ... 192.168... 127.0.0.... NULL 900536 New
PRINT-A-CARD Ryan-Desktop2 Ryan Name and Nu... 5/7/20... Default ... 192.168... 127.0.0.... NULL 900473 New
PRINT-A-CARD Ryan-Desktop2 Ryan Visa Debit 5/19/2... Default ... 192.168... 127.0.0.... NULL 900610 New
Add/Remove Columns
Details
Re-Print Transaction Report(s)

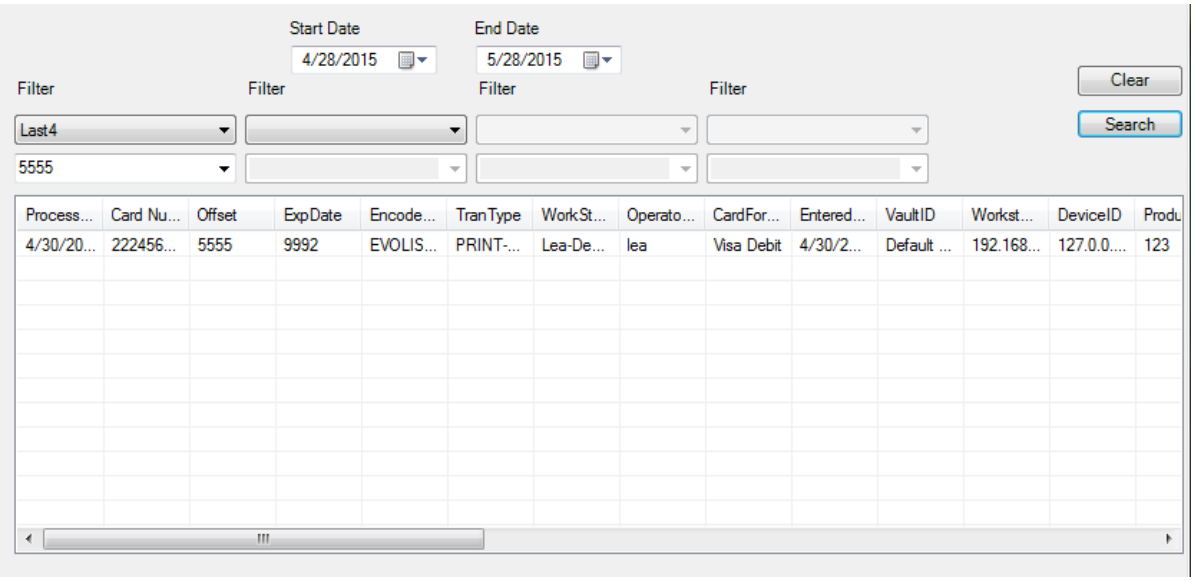
Select the Start Date and End Date to specify a range of cards to display. The Start Date should be set one day prior to the date of card verification. Click **Search** to populate the list of cards.

To create a customized report: Select which columns are printed by right clicking anywhere in the card information field and selecting **Add/Remove Columns**.



Check the desired boxes to select or deselect the columns to be displayed. To change the column order, select a column name and click the up or down arrows.

Click **Save** to apply your changes, then click **Search** to apply them.



To filter columns: Select a column field from the first Filter dropdown menu.

Enter the filter criterion in the field below (only one criterion per filter). Filters must match the intended field name exactly.

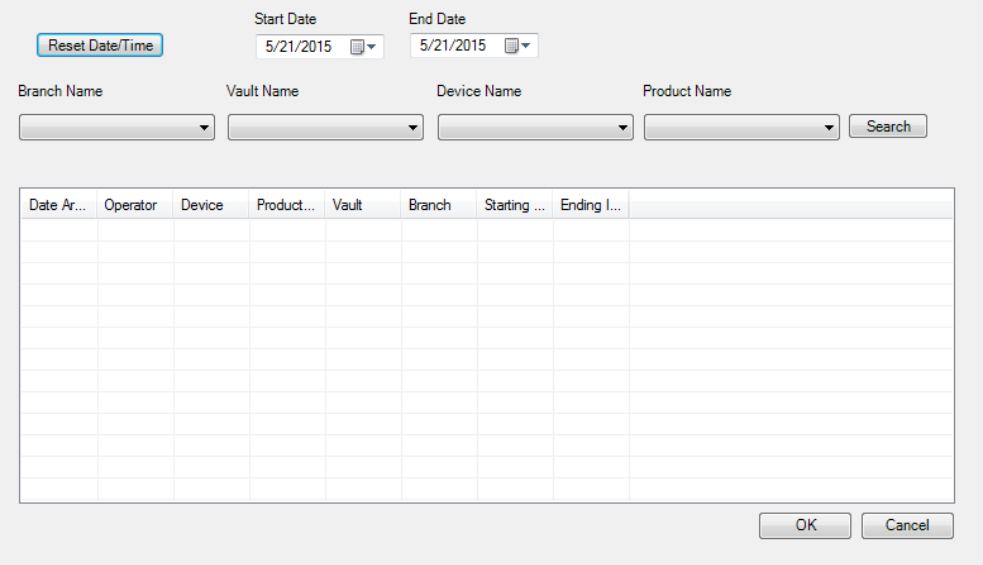
Only one filter field is enabled initially. Following filters will be enabled once preceding filters are designated.

Click **Search** to apply the specified filters.

To view card information: Right click a card and select **Details**.

Historical Card Balancing

Reports summarizing cards printed per branch, device, card stock, and/or operator can be printed in the Historical Card Balancing menu.



Select a date range, branch, vault, device, and/or product in the dropdown menus to filter by and click **Search** to generate the historical report.

Reset Date/Time – change start and end dates to current date

Device Access

Display a list of all Device Access activity for a specified printer/embosser within a specified date range.

Spoiled Card

Create a report of all spoiled cards for a specified branch within a specified date range.

Branch Activity

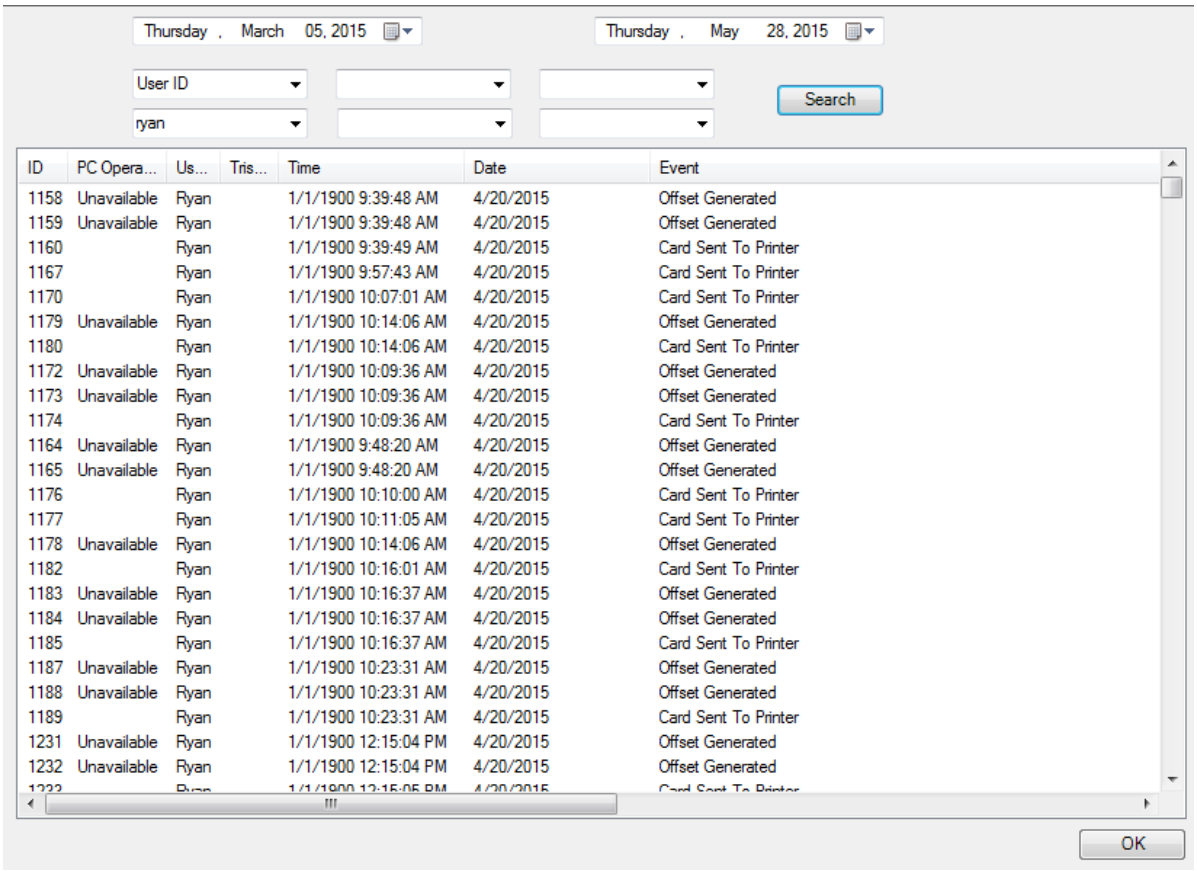
Create a report of all cards printed at the branch in which the workstation creating the report is located.

Device Access Cardstock

Display a list of all Device Access activity for a specified printer/embosser and card stock within a specified date range.

Non-Financial

Display TRISM activity per PC Operator, User ID, TRISM ID, Event, Result, IP Address, Branch, or Computer Name.



ID	PC Opera...	Us...	Tris...	Time	Date	Event
1158	Unavailable	Ryan		1/1/1900 9:39:48 AM	4/20/2015	Offset Generated
1159	Unavailable	Ryan		1/1/1900 9:39:48 AM	4/20/2015	Offset Generated
1160		Ryan		1/1/1900 9:39:49 AM	4/20/2015	Card Sent To Printer
1167		Ryan		1/1/1900 9:57:43 AM	4/20/2015	Card Sent To Printer
1170		Ryan		1/1/1900 10:07:01 AM	4/20/2015	Card Sent To Printer
1179	Unavailable	Ryan		1/1/1900 10:14:06 AM	4/20/2015	Offset Generated
1180		Ryan		1/1/1900 10:14:06 AM	4/20/2015	Card Sent To Printer
1172	Unavailable	Ryan		1/1/1900 10:09:36 AM	4/20/2015	Offset Generated
1173	Unavailable	Ryan		1/1/1900 10:09:36 AM	4/20/2015	Offset Generated
1174		Ryan		1/1/1900 10:09:36 AM	4/20/2015	Card Sent To Printer
1164	Unavailable	Ryan		1/1/1900 9:48:20 AM	4/20/2015	Offset Generated
1165	Unavailable	Ryan		1/1/1900 9:48:20 AM	4/20/2015	Offset Generated
1176		Ryan		1/1/1900 10:10:00 AM	4/20/2015	Card Sent To Printer
1177		Ryan		1/1/1900 10:11:05 AM	4/20/2015	Card Sent To Printer
1178	Unavailable	Ryan		1/1/1900 10:14:06 AM	4/20/2015	Offset Generated
1182		Ryan		1/1/1900 10:16:01 AM	4/20/2015	Card Sent To Printer
1183	Unavailable	Ryan		1/1/1900 10:16:37 AM	4/20/2015	Offset Generated
1184	Unavailable	Ryan		1/1/1900 10:16:37 AM	4/20/2015	Offset Generated
1185		Ryan		1/1/1900 10:16:37 AM	4/20/2015	Card Sent To Printer
1187	Unavailable	Ryan		1/1/1900 10:23:31 AM	4/20/2015	Offset Generated
1188	Unavailable	Ryan		1/1/1900 10:23:31 AM	4/20/2015	Offset Generated
1189		Ryan		1/1/1900 10:23:31 AM	4/20/2015	Card Sent To Printer
1231	Unavailable	Ryan		1/1/1900 12:15:04 PM	4/20/2015	Offset Generated
1232	Unavailable	Ryan		1/1/1900 12:15:04 PM	4/20/2015	Offset Generated

Select a field in the top row of dropdowns, then select or manually enter search criteria in the dropdown below it. Click Search to display results.

Same PINS

Display a list of all cards created with the same card number and the same offset within a specified date range.

Different PINS

Display a list of all cards created with different offsets within a specified date range. Used to determine if there are multiple offsets linked to the same card number.

Background

Display a list of all background images printed within a specified date range.

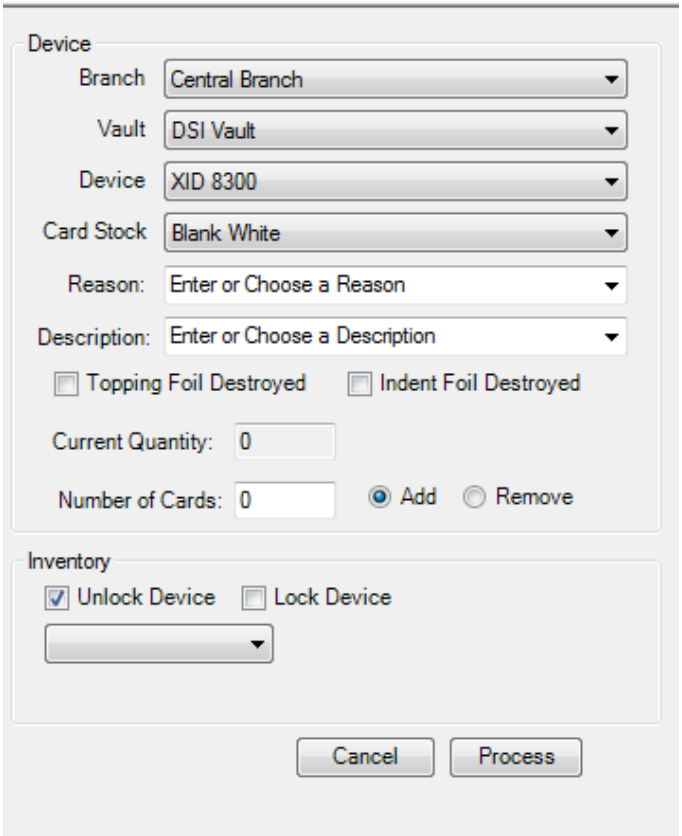
Inventory

Add card stock to vaults and devices.

Device Access

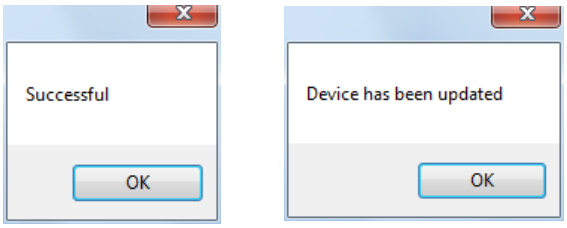
Adding/removing cards and changing ribbon/foil

Each time a printer or embosser is opened, it must be accounted for in the Device Inventory.



1. The branch, vault, and device will default to whatever values were assigned to the branch. Select other values if necessary.
2. If adding or removing cards, select card stock.
3. If opening an embosser to change topping and/or indent foil, check the corresponding boxes.
4. Select Add or Remove. Selecting Remove will automatically generate a reason, description, and number of cards.
5. Enter a reason for opening and a description of the actions performed, or choose a reason and description from the dropdown menus.
6. Enter the quantity of cards to add or remove, if any.
7. Select a time delay for unlocking the device. Longer delays should be used if the device is not near the workstation.

Click Process.

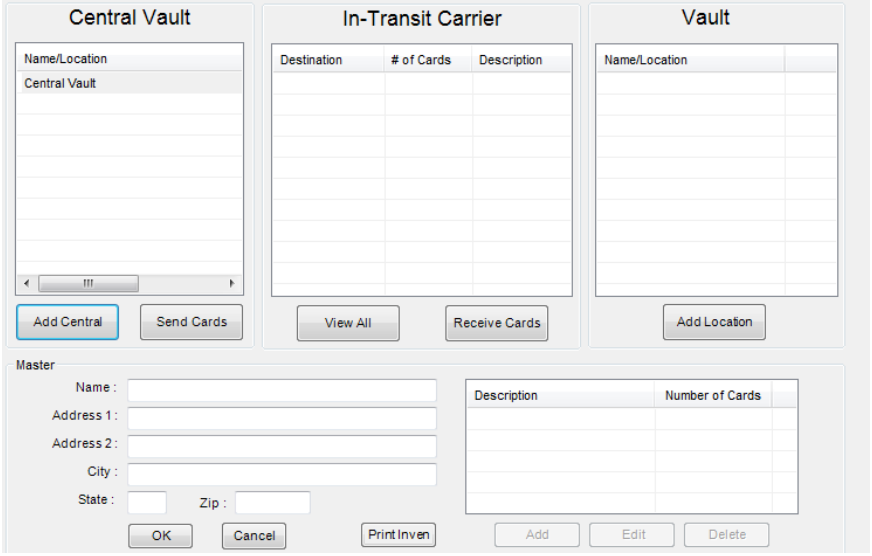


Vault Inventory

Vault Inventory shows the number of cards in each vault (central or branch). It also allows you to track shipments of cards between the central vault and a branch vault. A central vault is not required, but at least one branch vault is required. That vault can be shared by multiple branches if necessary (Central Issuance).

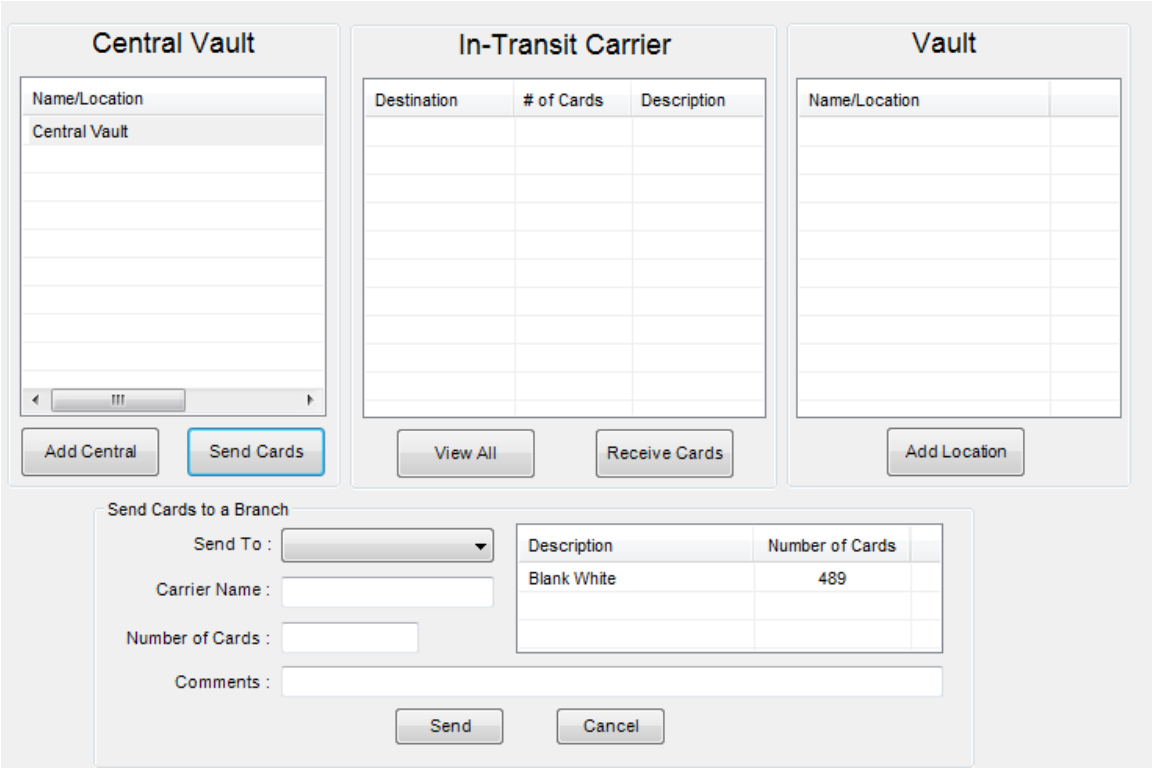
Adding vaults

Click **Add Central** in the Central Vault display or **Add Location** in the Vault display.



Enter the required name and address fields (optional). Click **OK**.

Transferring cards

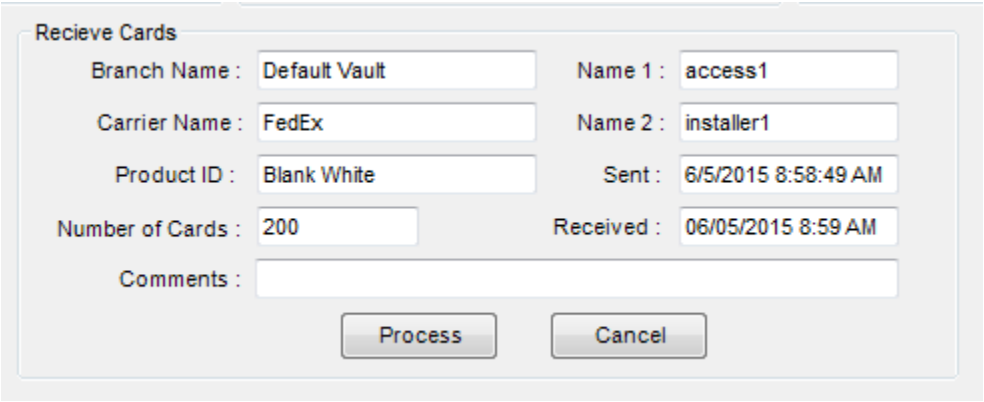


Sent Cards

1. Select a central vault. Click **Send Cards**.
2. Select the recipient branch's vault from the **Send To** dropdown menu.
3. Enter the Carrier Name, number of cards to send, and any additional comments.
4. Select the type of cards stock to send.
5. Click **Send**.
6. The shipment order will display under the **In-Transit Carrier** menu.

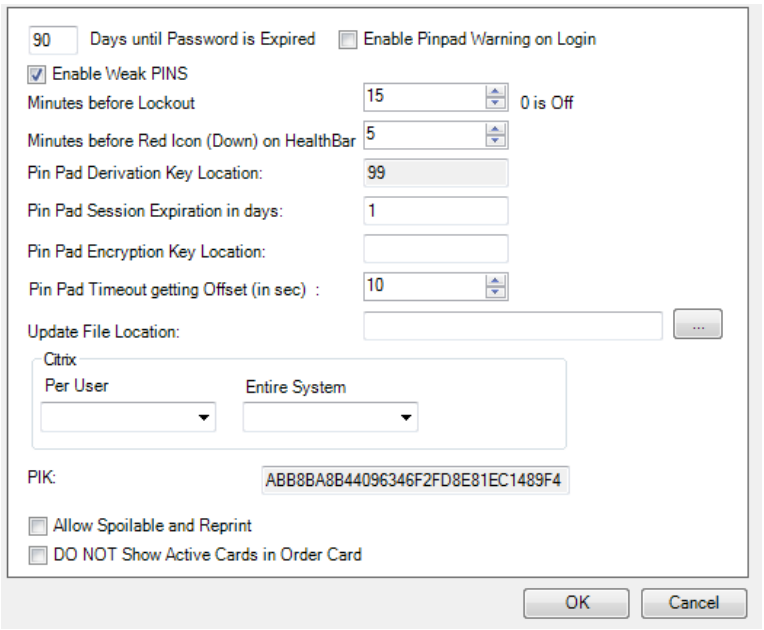
Received Cards

Select the received order under the **In-Transit Carrier** menu and click **Receive Cards,** then **Process**. The order will be removed from the In-Transit Carrier menu and the cards will be added to the vault inventory.



Configure

General



Days until Password is Expired – (only applies to non-Active Directory users) user passwords will be valid for this number of days. Users will be prompted to select a new password upon expiration

Enable Pinpad Warning on Login – display warning message that no PIN pad is plugged in to the computer upon TRISM login

Minutes before Lockout – after the specified number of minutes, user must re-enter login credentials to continue using TRISM. Must be same user that is currently active, otherwise TRISM must be restarted to login as a different user.

Pin Pad Derivation Key Location – Numerical location of PIN Pad Derivation Key in HSM Manager

Pin Pad Timeout getting Offset – after PIN is entered: if offset is not generated after the specified amount of seconds, PIN pad will timeout

Update File Location – where TRISM update files are downloaded

Citrix

Per User – select port if assigned per user
Entire System - select port if assigned for entire system

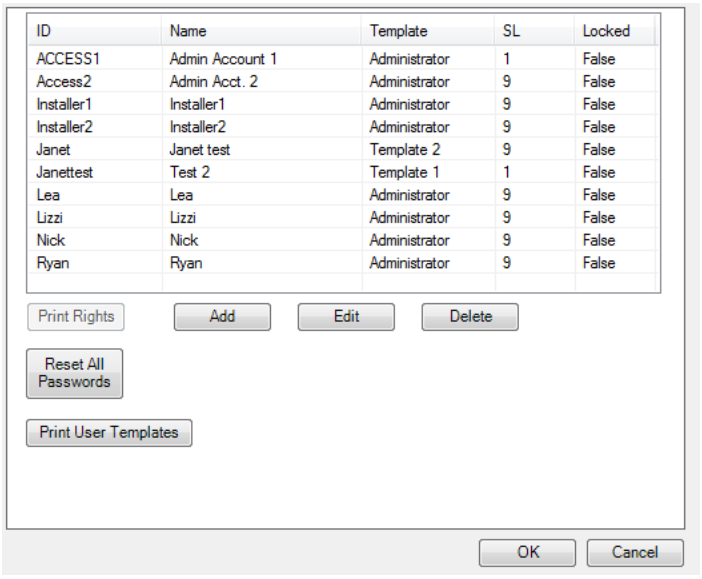
PIK – Thost PIK

Allow Spoilable and Reprint – when card status is changed to Ready in the Queue, a message box will ask if a card has already printed from the specified request. If yes, another transaction will be created that may be spoiled.

DO NOT Show Active Cards in Order Card – If using an interface to find customer information, only the customer's inactive or expired cards will populate in the search results.

Users

The following user configuration is not used when Active Directory is enabled, except for the administrative users **access1**, **installer1**, and **installer2**.



Print Rights – print a list of all the selected user's template permissions

Print User Template – print a list of all TRISM users and their corresponding templates

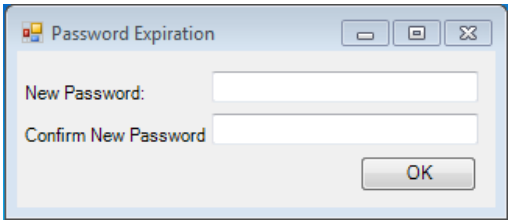
Reset All Passwords – all users must choose a new password upon login

Add Users (without Active Directory)

Click **Add**, and enter the user ID, Name, and select a template. Click **Save**.

New User Password Selection

When the new user logs in, they must use the default password **1234567**. When **Login** is clicked, a window will open prompting the user to change their password. All passwords must be at least 8 characters long and include at least three of the following: capital letters, lowercase letters, numbers, and special characters (!@#$%^&*).



Enter the new password in the provided fields and click **OK**. The user must then enter their new password in the login screen.

Alternatively, users may be entered using the Active Directory function.

Edit Users (without Active Directory)

Select a user and click **Edit**. Make the desired changes and click **Save**.

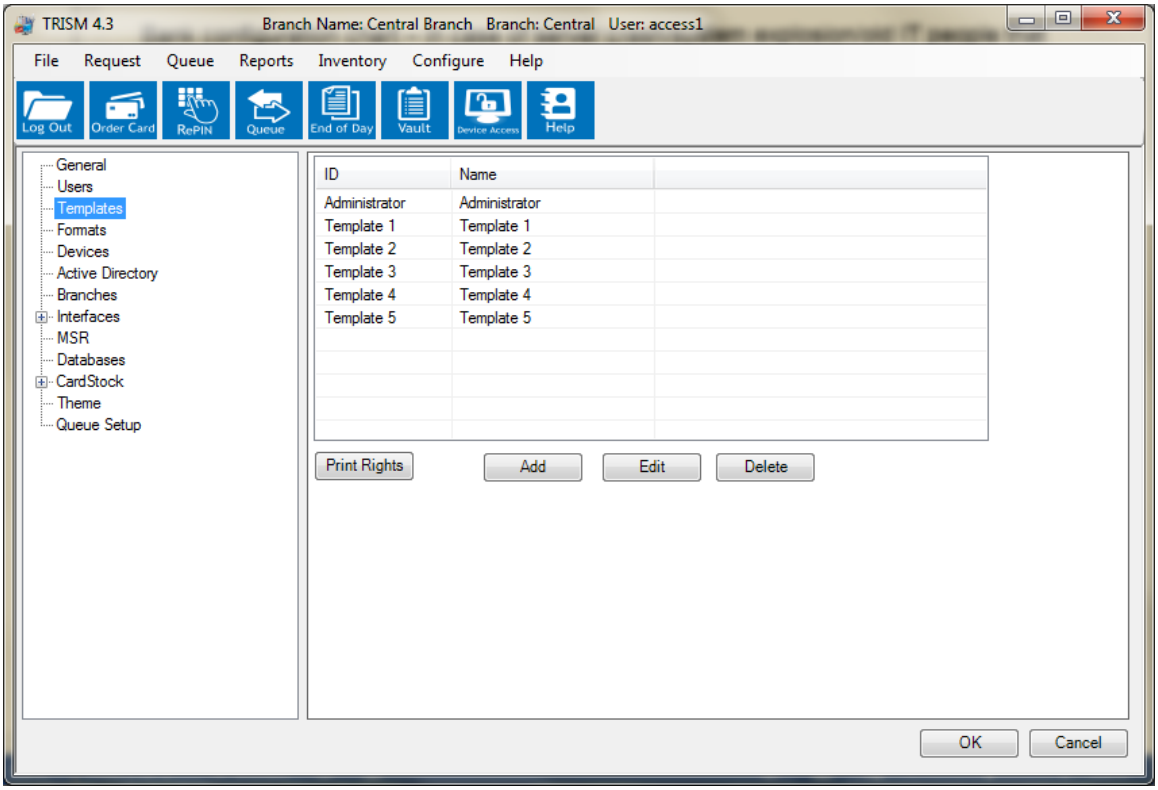
Delete Users (without Active Directory)

Select a user and click **Delete**.

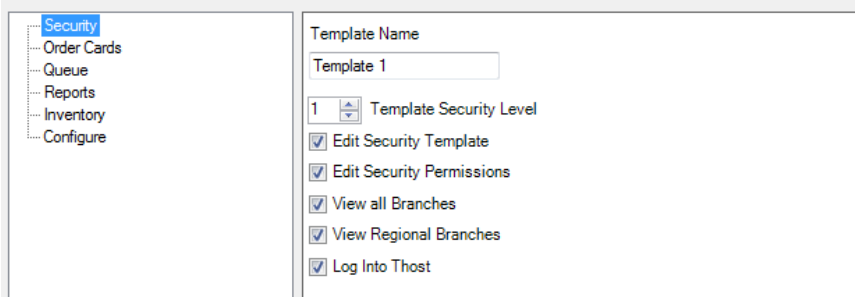
Templates

A template may be used to automatically assign a user a specific set of permissions. See the Appendix for permission descriptions.

The administrator template cannot be edited or deleted.



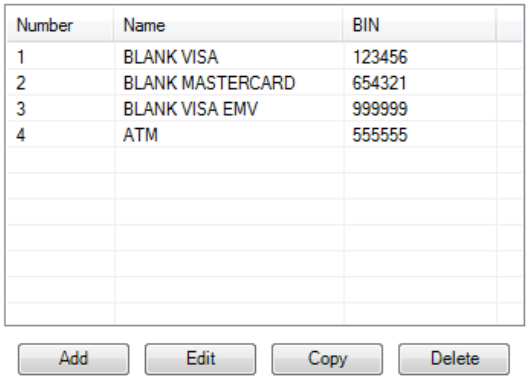
Print rights – print a list of all user permissions associated with the selected template
Add – add new templates
Edit - enable or disable permissions of the selected template



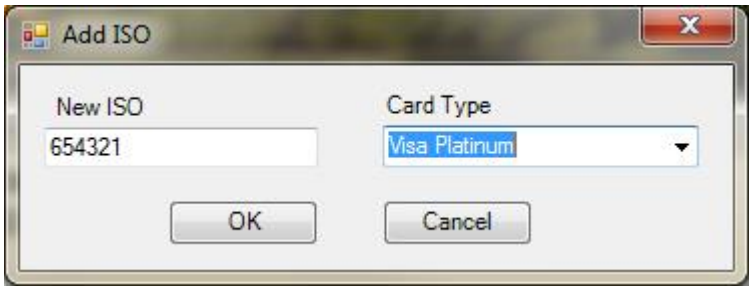
Each of the options in the above menu will open a list of permissions that may be enabled and disabled by clicking their respective check boxes.

Formats

Card types (e.g. Mastercard, Visa, Visa EMV, etc.) are added in the Formats menu.
Card and mailer formats can also be edited in the Formats menu to customize placement of text and pictures.

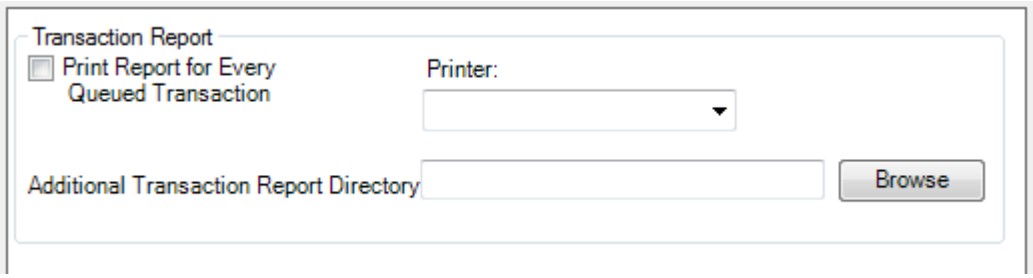


To add a card type, click **Add**. Enter the card's ISO or BIN number, then select or manually enter the card type. Click **OK**.



General Settings

The following menus are displayed by selecting a card type and clicking **Edit.** BINs cannot be added to branches until their formats are completed.



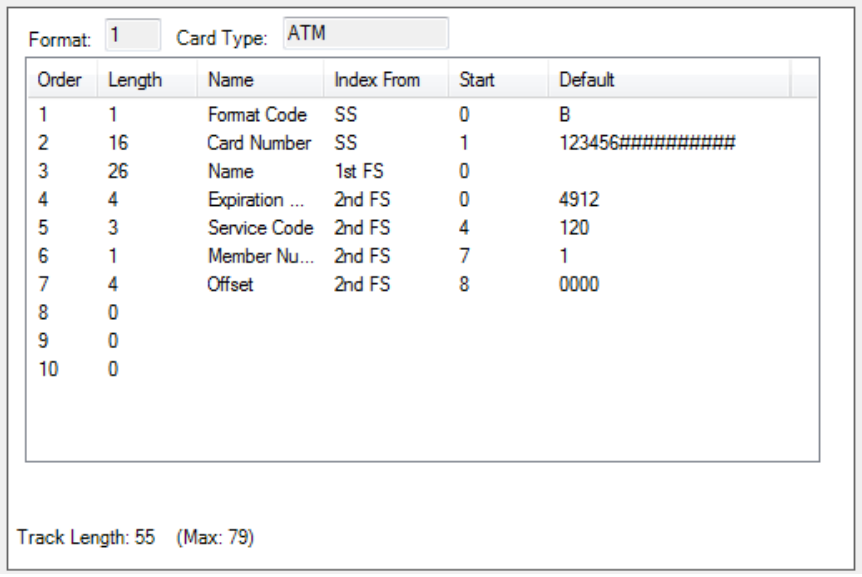
Print Report for Every Queued Transaction – all transactions sent to the queue will print a hard-copy report to the printer selected in the dropdown

Additional Transaction Report Directory – all items in the selected folder will be printed in addition to transaction reports

Encode Settings

The Encode Settings determine the information and placement of information written to the cards' magnetic stripe.

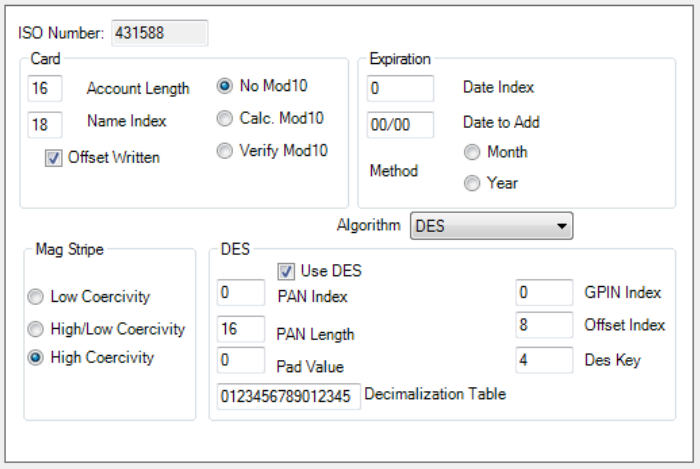
Track 1/Track 2 Layout


Format: 1
Card Type: ATM
Order Length Name Index From Start Default
1 1 Format Code SS 0 B
2 16 Card Number SS 1 123456##########
3 26 Name 1st FS 0
4 4 Expiration ... 2nd FS 0 4912
5 3 Service Code 2nd FS 4 120
6 1 Member Nu... 2nd FS 7 1
7 4 Offset 2nd FS 8 0000
8 0
9 0
10 0
Track Length: 55 (Max: 79)

To edit these settings, double-click the field to be changed to display the following window:

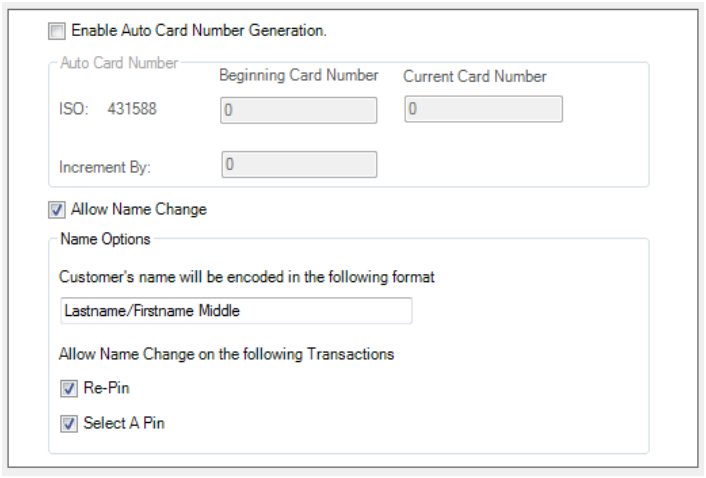
Click **OK** when editing is completed.

Track 1/Track2 Parameters



Auto Card Number

Card numbers may be generated automatically by TRISM in the **Auto Card Number** menu. Check the **Enable Auto Card Number Generation** box to edit card number settings.



Beginning Card Number – first card number used

Current Card Number – last card number printed

Increment By – determines what increment card numbers increase by

Allow Name Change – allows modification to an existing customer's name

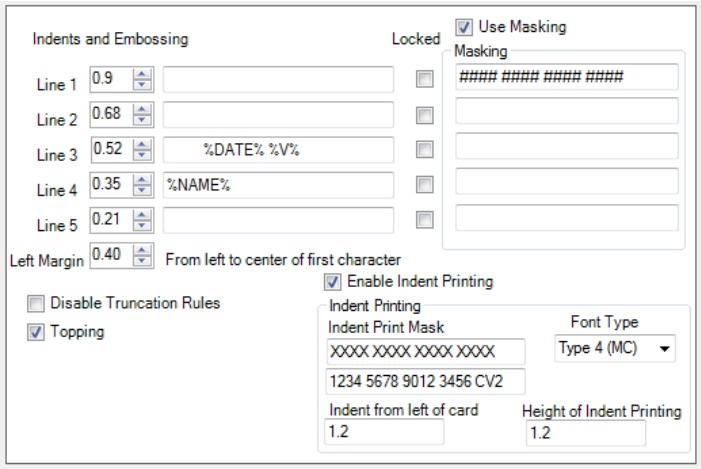
Emboss Settings

Enter the size of the indentation applied to text on the card.

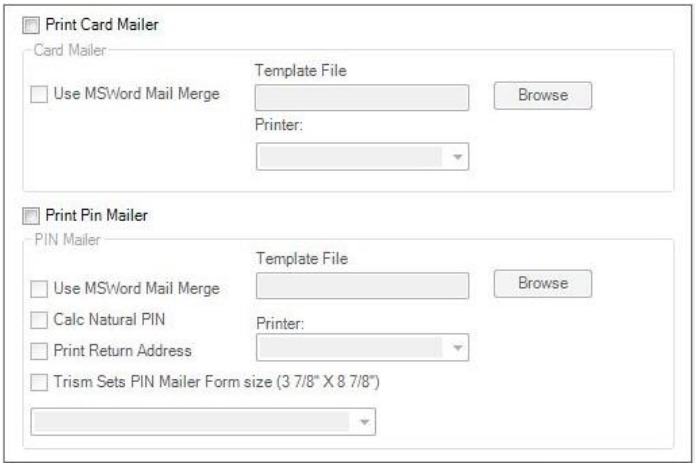
Check **Use Masking** to hide certain lines of text from displaying on the Order Card window when cards are being created.

Disable Truncation Rules – customer names will not be shortened automatically

Topping – check if topping foil is used on embossed card text



Mailers



Print Card Mailer or **Print PIN Mailer** - Enables printing of mailers upon card print.

Use MSWord Mail Merge - Use mailer templates from Microsoft Word documents.

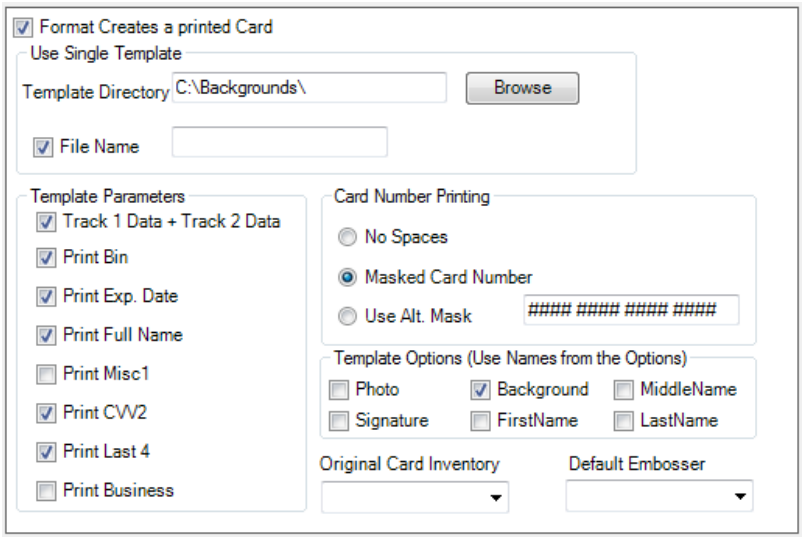
Calc Natural PIN - Automatically generate a PIN for which the offset is 0000. When this is not enabled, the offset will be determined based on a randomly generated PIN.

Print Return Address - Include the branch's address on the PIN mailer.

Photo Settings

Configure .xml files, card number layout, photo ID's, custom backgrounds, and signature fields.

General



Setting Image Gallery Location

By the Template Directory Field, click **Browse**. The file location should be accessible to every user. It is recommended the image gallery is saved in a folder with a name matching the BIN, within the specified card type folder.

For example: \\Server Name\Images\Card Type\BIN

Template Parameters and Template Options

Check the fields that the card format .xml file contains.

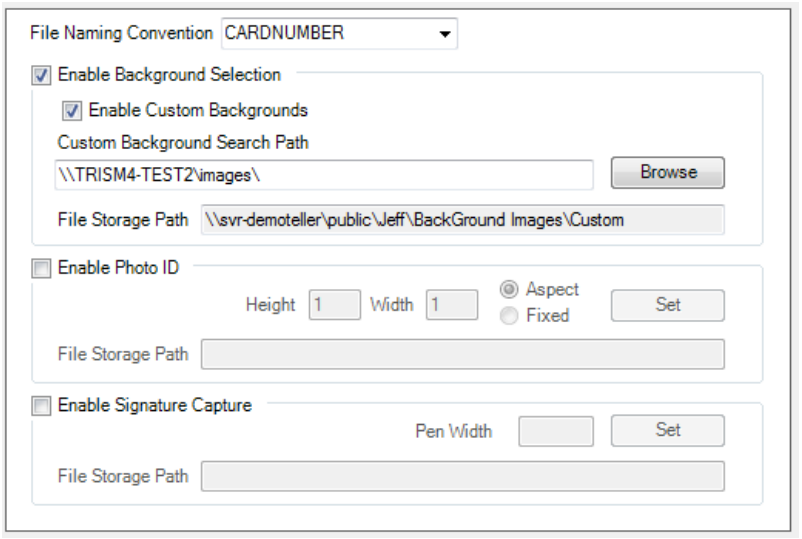
Card Number Printing

No Spaces: Select for 18-digit cards to disable spacing between numbers

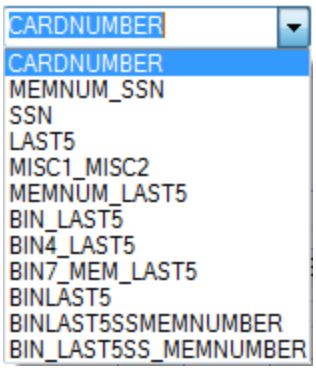
Masked Card Number: Separate a 16-digit card number into 4 blocks of 4 digits

Use Alt. Mask: Enter a string of "#" signs consistent with the desired spacing of card digits.

Advanced



File Naming Convention – select which cardholder information indicator will be used to name image files



Enable Background Selection – enable the gallery card selection dropdown menu in the Order Card screen

Enable Custom Backgrounds – show the Personalize button in the Order Card screen

Custom Background Search Path – folder in which custom backgrounds will be saved

Enable Photo ID – show Take Photo button in the Order Card screen

Enable Signature Capture – show Signature button in the Order Card screen

Card Status

The card status for each format will be chosen in the Order Card Job Information panel.

- **Use Default Selection** – Use default statuses New, Re-Issue, and Replacement

Sample card statuses:

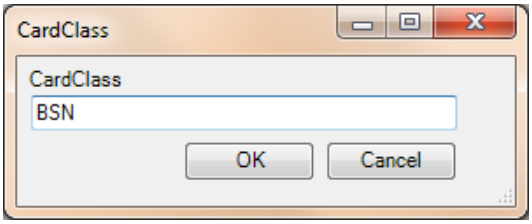
- **Instant** - activates card and updates offset/exp.date
- **Mail** - adds skeletal card record and updates offset/exp.date
- **New** - adds skeletal record, activates card, and updates offset/exp.date
- **Re-Issue** - updates offset/exp.date
- **Replacement** - makes no changes and doesn't communicate any new data (i.e. just prints a card)

Card Class

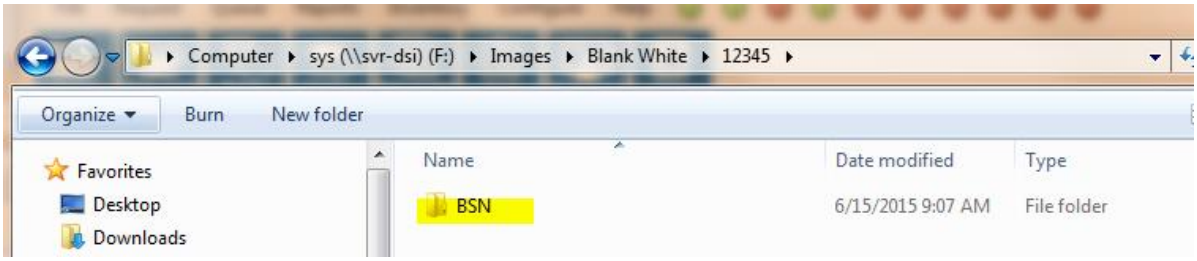
When there is more than one card class assigned to a BIN, the card class for each format will be chosen in the Order Card Job Information panel.

HOW TO ADD A CARD CLASS TO A BIN

1. Click **Add** and enter the card class name. Click **OK**.



2. Navigate to the BIN's template directory in Windows Explorer and create a folder with a name exactly matching the card class name.



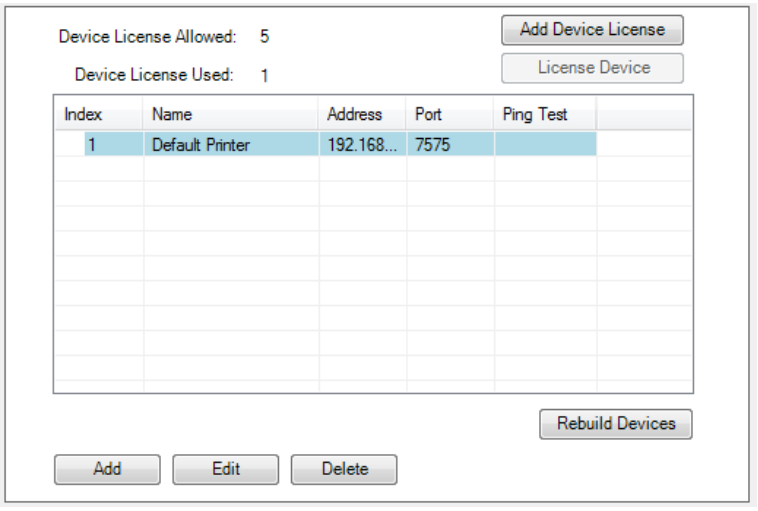
3. Add the desired images the card class folder, and xml's if using different xml's for each image.

4. If another BIN will use the same card class, copy the card class folder and paste it inside of the other BIN folder. It is important that each card class folder is updated when the contents of one are modified.

5.

Devices

The Devices tab displays a list of all printers and embossers configured with TRISM.



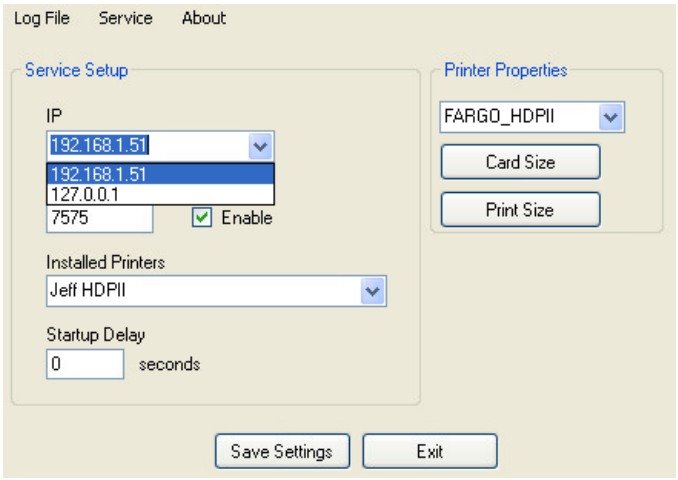
Each device must be licensed. See Help>License for instructions on adding a device license.

After the license is added, click **Rebuild Devices**.

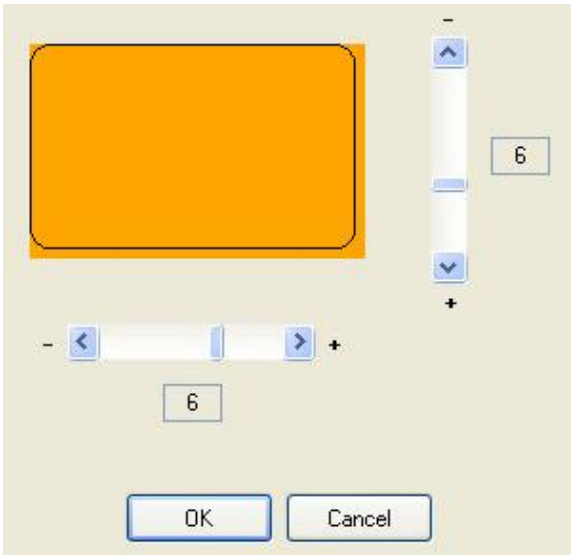
Adding a printer or embosser

Skip to step 10 if using an embosser.

1. Install the printer according to manufacturer instructions.
2. Open the DSI Print Service Controller located in C:\Program Files\Demoteller.

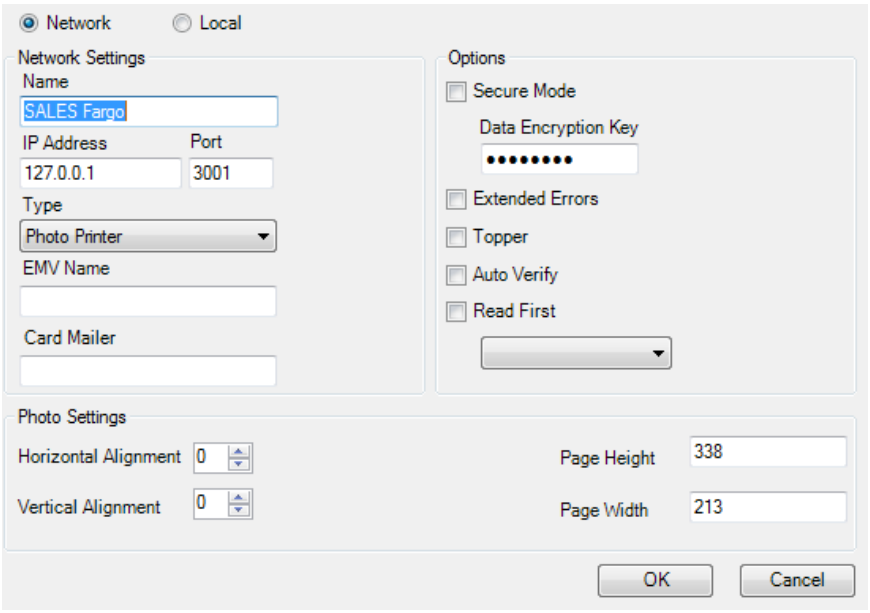


3. Select the internal IP address (IP computer being used is on)
4. Enter the port assigned to the printer
5. Check Enable
6. Select the printer from the Installed Printers dropdown menu
7. Unless otherwise recommended, keep the Startup Delay at 0 seconds
8. Select the printer type from the Printer Properties dropdown menu. If your printer type is not listed, select “Other”.
9. Click Print Size. Set the length and width to 6, then click OK. Do not change the Card Size unless otherwise specified.



10. Click Save Settings, then exit.
11. In the TRISM 4 Devices window, click **Add.**

12. If the printer will be accessed via network or wireless connection, select **Network**.

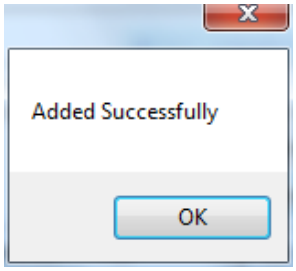


13. Enter the printer's name, IP address, port, and type (photo printer, embosser), name of EMV encoder (if EMV chip cards are being printed), and UNC path of the card mailer printer (if applicable).

14. **If an embosser is being used**, select the desired options from the **Options** menu:
Secure Mode: enter embosser's data encryption key to encrypt information sent to embosser

Extended Errors: View a detailed log of any embosser errors
Topper: Check if a foil topping will be imprinted on card numbers and names
Auto Verify: After a card is printed, it will be verified that is has printed correctly automatically. This is recommended when printing large quantities of cards.
Read First: If a printer encodes information on a card's magnetic stripe prior to embossing, checking Read First enables the embosser to use that information to determine what is embossed on the card.

15. When all required information has been added, click **OK**.



An unlicensed device will be highlighted in red. Select the device from the Devices list and click **License Device**.

2	Unlicensed Device			

A licensed device will be highlighted in blue.

1	Default Printer	192.168...	7575	

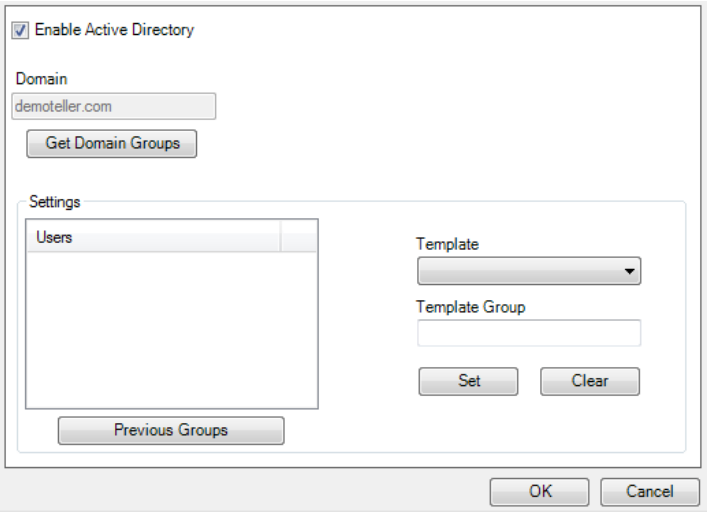
16. Click **Rebuild Devices** after adding, deleting, or changing a device.

Active Directory

All users part of a network's Active Directory may be automatically entered in TRISM. If Active Directory is enabled, usernames and passwords cannot be changed using TRISM IV. The computer in use must be part of a domain, **not a workgroup.** If the computer is part of a workgroup, do not change any active directory settings.

When Active Directory is enabled, the only non-active directory logins that may be used are:
Access1
Installer1
Installer2

Check the **Enable Active Directory** box. TRISM IV will automatically search for and enter the domain name.



Click **Get Domain Groups** to display all groups in the Users window.

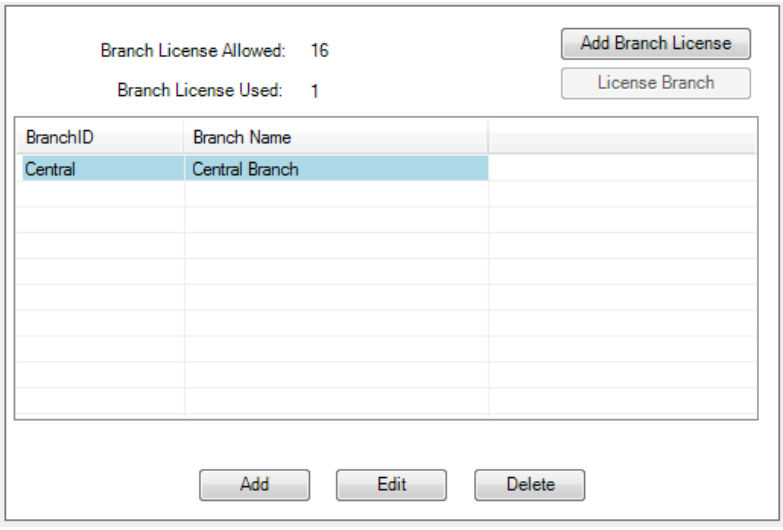
Select a group in the Users window and choose a template from the dropdown menu.

Click **Set** to save the template to the selected domain group.

The domain group selected will appear in the Template Group field.

Branches

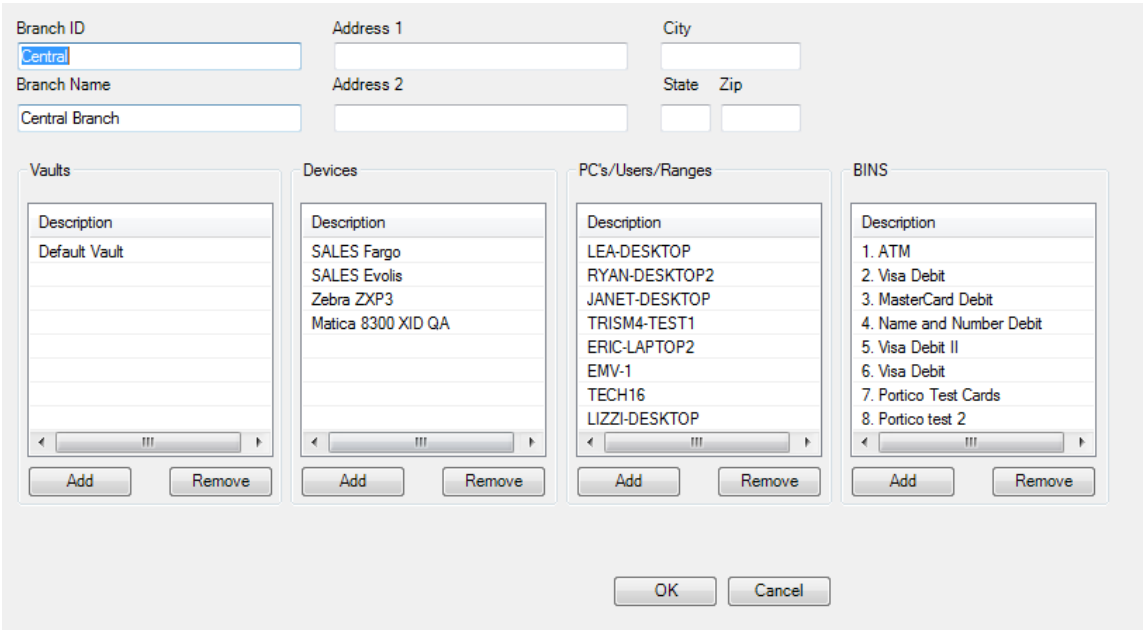
Each branch must be licensed. See Help>License for instructions on adding a branch license.



Select an unlicensed branch highlighted in red and click **License Branch**. A licensed branch will be highlighted in blue.

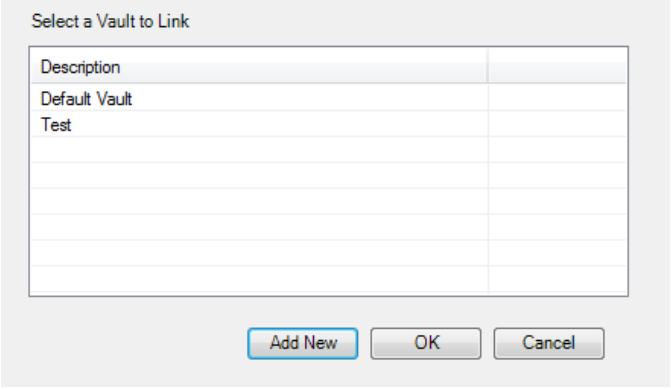
Add Vaults to a Branch

1. Select a branch and click **Edit.**

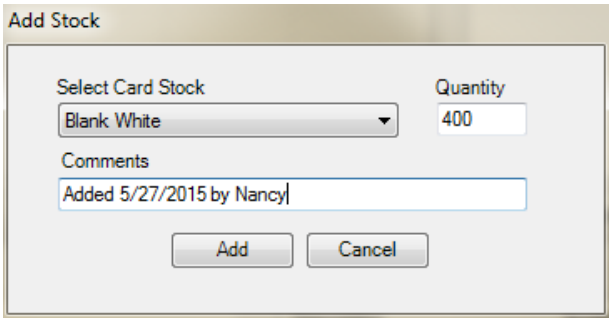


2. Click **Add** under the list of vaults.

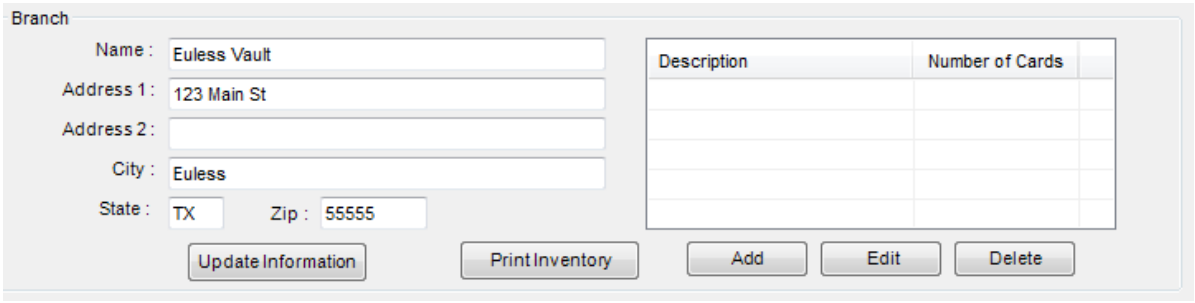
3. Click **Add New**. Dual control is enforced for accessing vaults, so a second user must enter their login credentials.



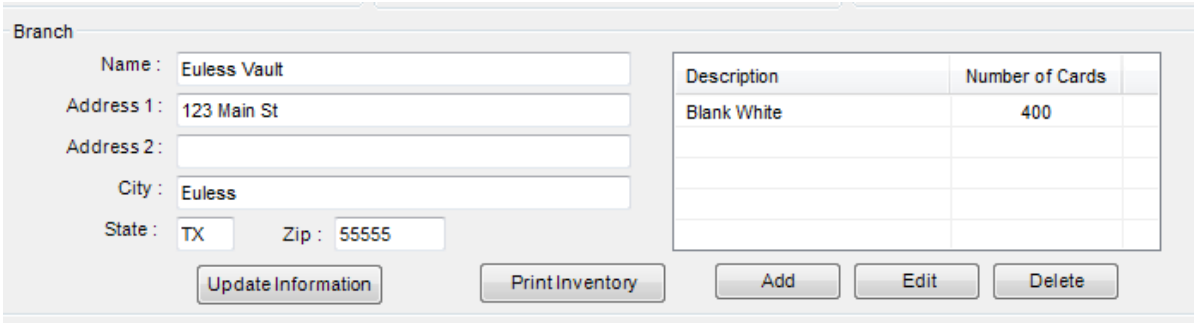
4. To add a central vault (vault in which inventory is usually stored for distribution to branches), click **Add Central**. To add a non-central vault (no inventory will be taken from a non-central vault and sent to other branches), click **Add Location**.
5. Enter the vault's name and location, then click **OK**.
6. To add card stock to a vault, select the vault and click **Add**.



7. Select the card stock to add, enter the quantity of cards, and any comments as required by your financial institution. Click **Add**.

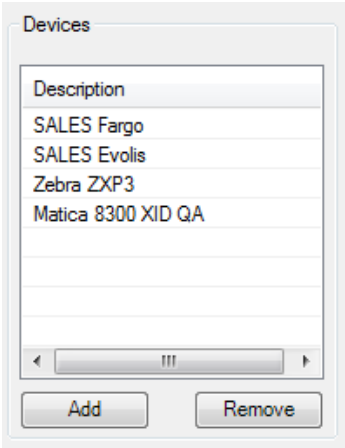


8. The vault inventory will be updated.

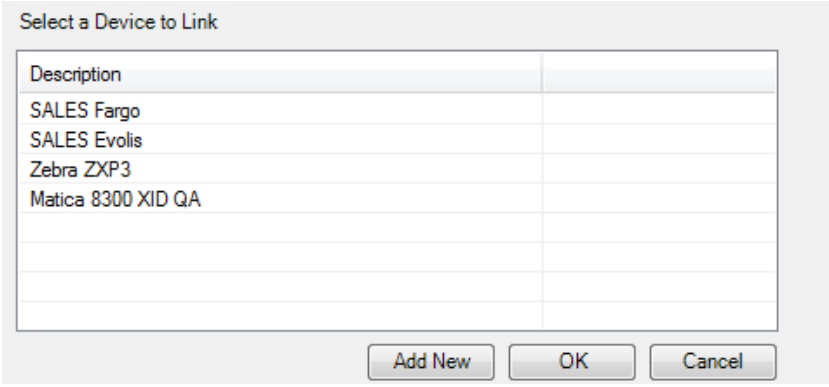


Add Devices to a Branch

1. Click **Add** under the list of devices.



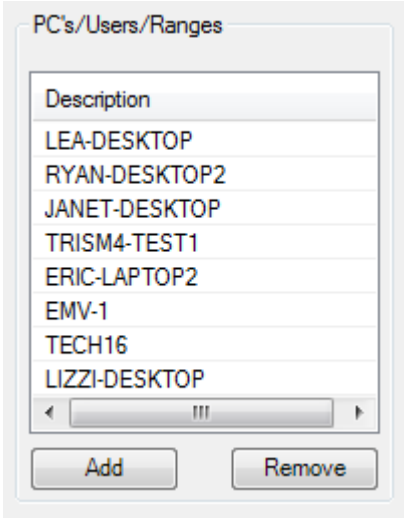
2. Select an existing device and click OK, or Click **Add New** to set up a new device (see Adding a printer or embosser)



Add PC's/Users/Ranges to a Branch

The following procedure to add users is only used when Active Directory is enabled.

1. Click **Add** under the PC's/Users/Ranges list



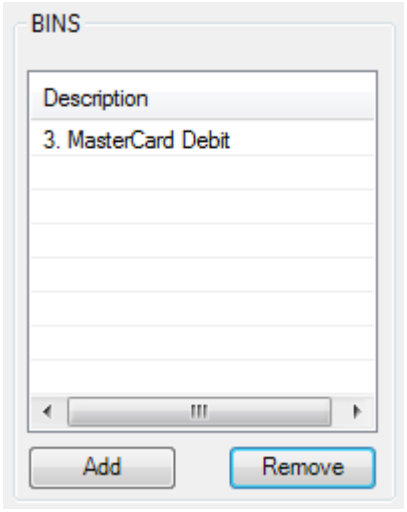
2. Select the method and enter the PC Name, IP Address/Range, or User Name, then click OK.

Add BINs to a Branch

Prior to adding BINs to a branch, they must be set up in Formats.

The following procedure is only used if different branches use different BINs. If all branches use the same BINs, do not add BINs to any branches. When the BINs list below is blank, the branch will automatically display all BINs when ordering a card.

1. Click **Add** under the BINS list

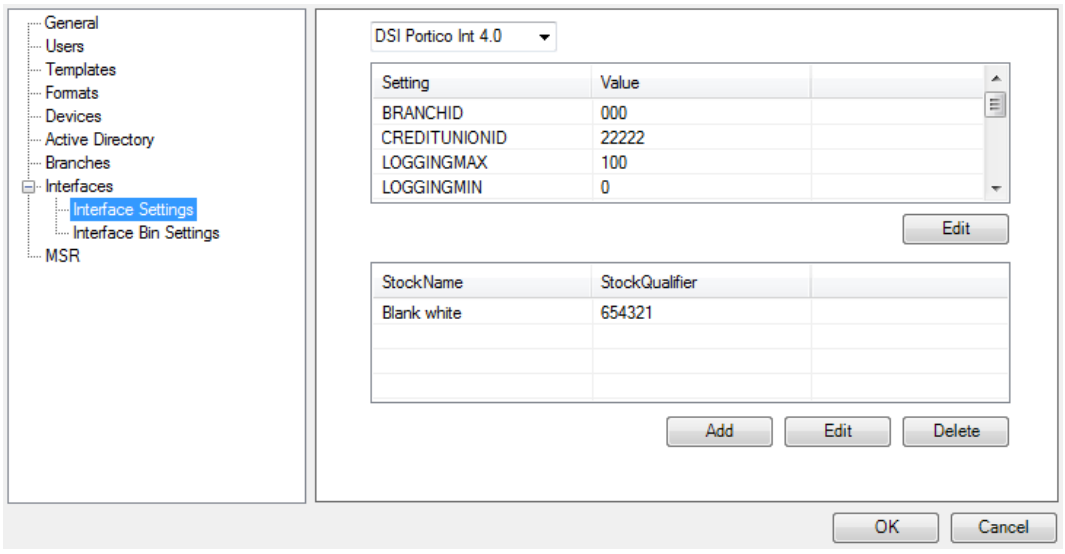


2. Select a BIN and click **OK**.

Interfaces

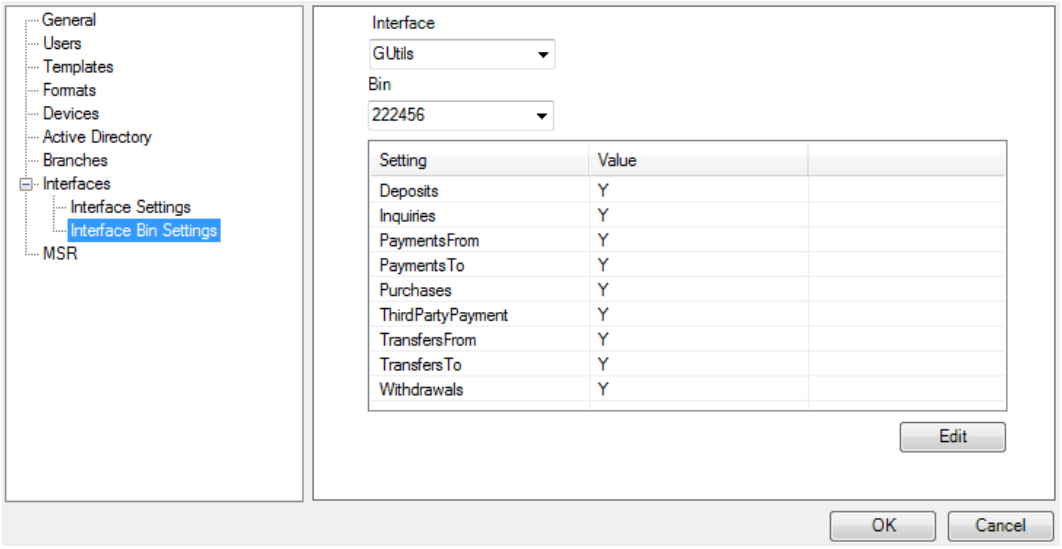
Interface Settings

Interface settings and values will be determined by each individual interface and generally not edited by financial institution personnel.



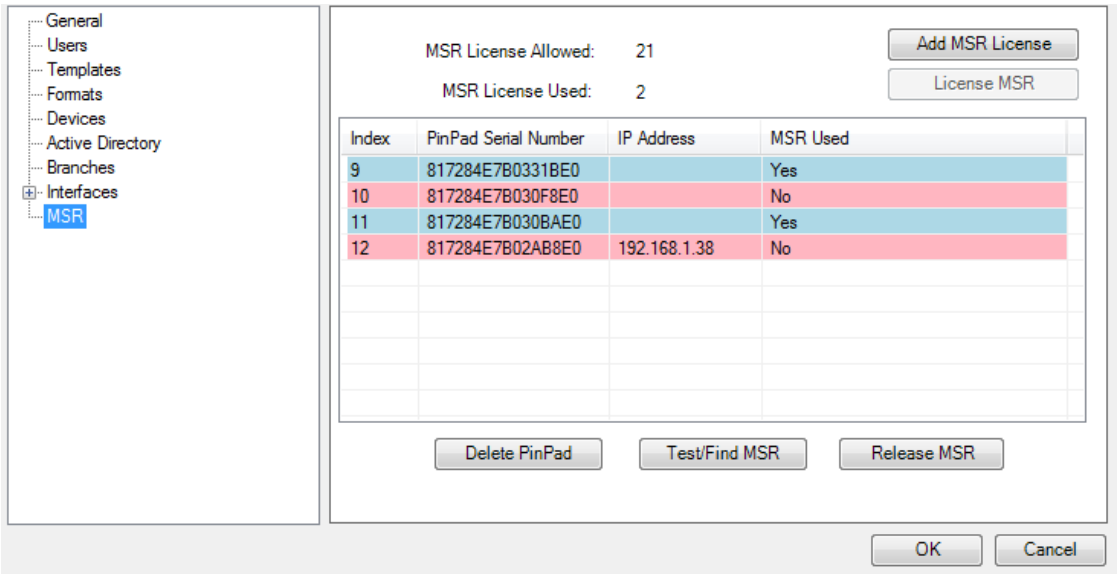
Interface BIN Settings

Interface BIN settings determine what actions may be performed by each BIN. Interface BIN settings and values will be determined by each individual interface and generally not edited by financial institution personnel.



MSR

Magnetic stripe readers (MSRs), if used, must be licensed and linked to PIN pads.



Adding MSRs

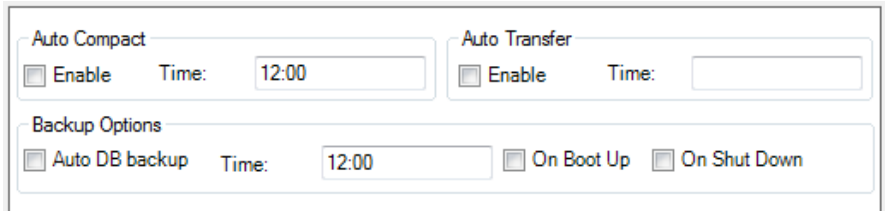
Follow the instructions for adding a license in Help>License.
Click **Test/Find MSR**. The MSR will appear on the table highlighted in red.
Select the MSR and click **License MSR**. The MSR will now be highlighted in blue.

Moving an MSR to another computer:

Select the MSR to remove and click **Release MSR**.
When the MSR is plugged in to the new computer, click **Test/Find MSR**.

Databases

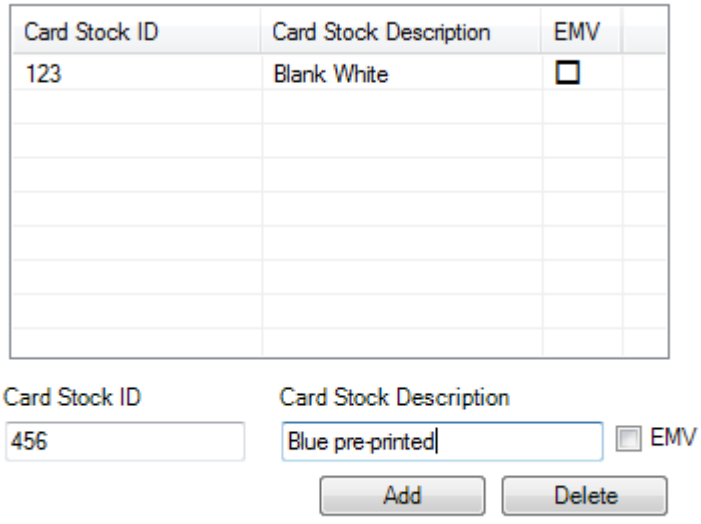
Change compact and backup options for SQL databases.



Card Stock Inventory

Card Stock ID

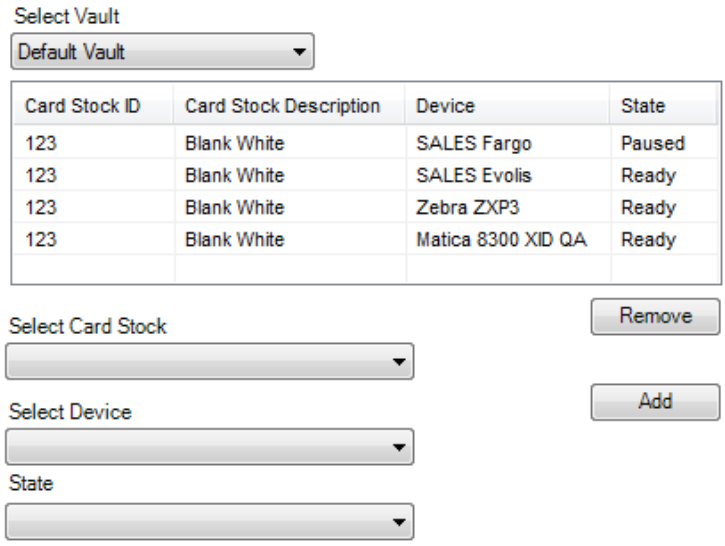
To add different card stocks to the inventory menus, enter the new card stock's ID (may be alphanumeric) and description in the provided fields. Check EMV if the card has a chip, then click Add.



Card Stock to BIN

To set the BIN number to be printed on each card stock type, select the desired card stock in the drop down menu. Select the BIN in the drop down menu, then click **Add**.

Card Stock to Vault/Device



Track the addition of certain card types to printers and embossers.

Select the vault that contains the card stock to be added, then select the card stock from the drop down menu.

Select the printer or embosser in which card stock will be added.

Select the card stock's default state/status. Unless modified in Formats>Cardstatus, the default selections will be listed:

Ready: card prints immediately upon completion
Paused: card does not print until state is changed to Ready or Manual in the Queue
Manual: card does not print until it is manually fed into printer (not available with all printers)

Click **Add**, then **OK**.

How to add a new BIN or cardstock

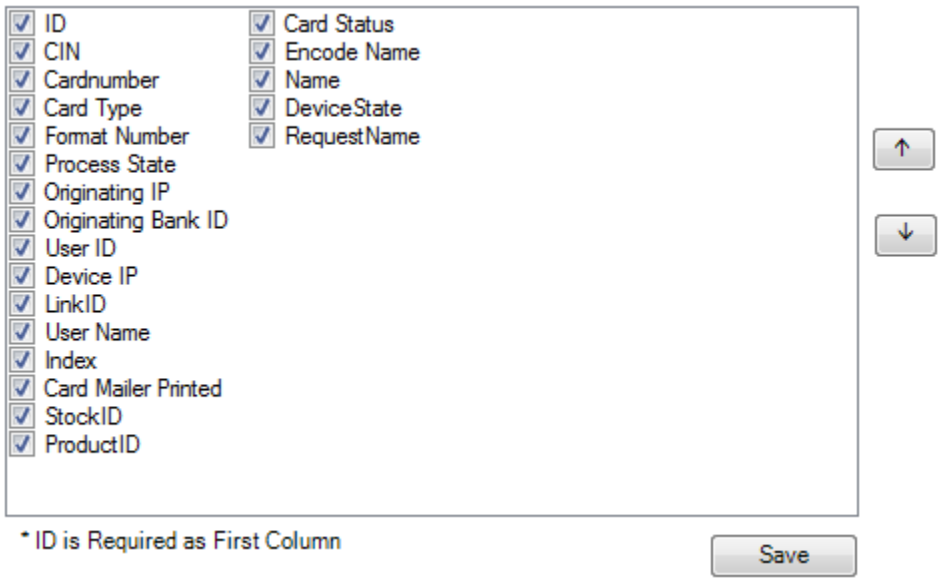
1. If adding a new BIN, add a new format.
2. Add a new card stock ID.
3. Restart the TRISM client.
4. Link the new card stock ID to the appropriate BIN.
5. If using different BINs for different branches: Add the BIN to the branch.
   If using same BINs for all branches, proceed to next step.
6. Restart the TRISM client.
7. Add card stock to the branch vault.
8. Link the new card stock to the vault and device.
9. Card stock can now be added to devices in Device Access.

Theme

Customize the text box color of the Edit Permissions, Order Card, and Re-PIN menus. Click **Select** to choose a color, then click OK to apply your changes.

Queue Setup

Change the order in which columns are displayed in the Queue.



Select a field and click the arrows to change its order. **The ID field must be first and must be checked.**

Uncheck a field to hide it in the Queue.

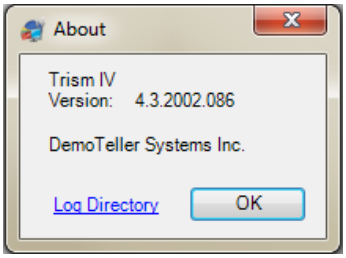
Click Save when finished.

Help

About

View the version of TRISM IV currently installed.

Click **Log Directory** to view TRISM data and error logs.

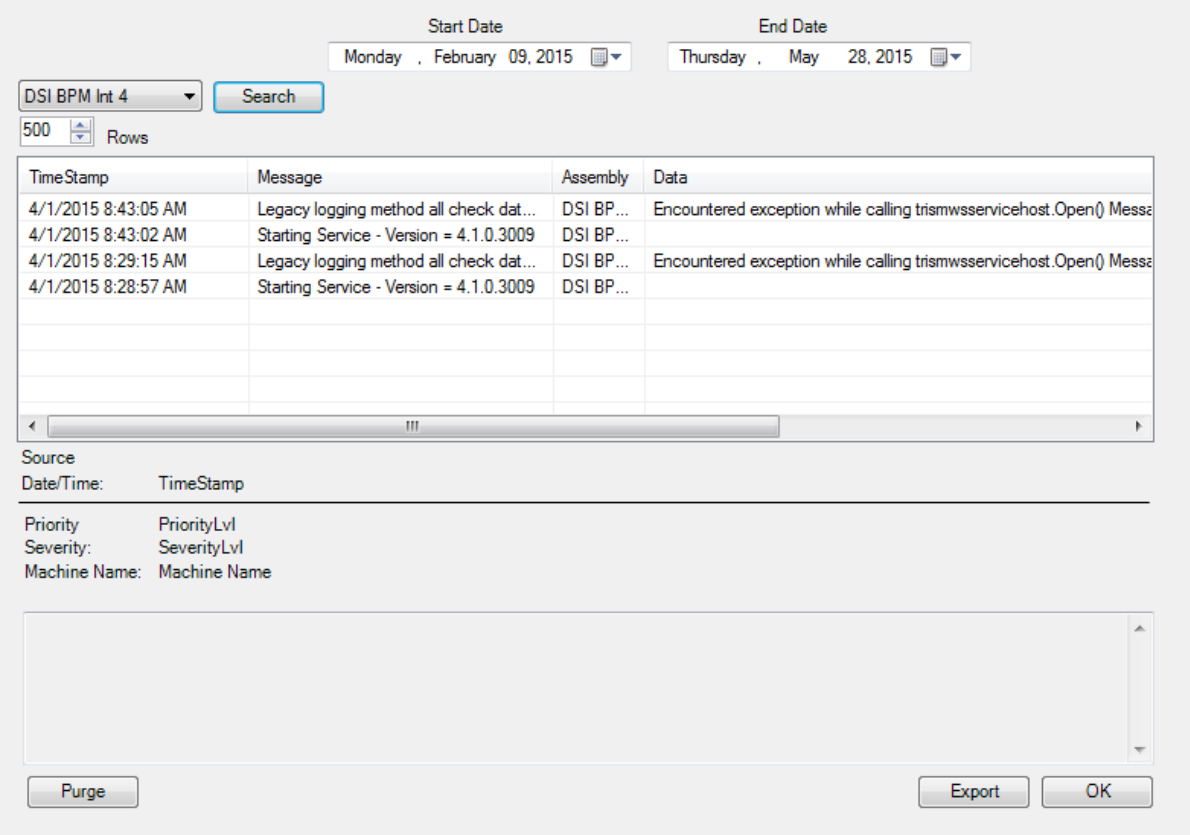


Support Documents

View TRISM support documents such as the user manual and daily procedures.

Data Log

View the log of all actions performed by third party services.



Select the dates to search by in the Start Date and End Date dropdown menus, then select the service in which to view the log. Click **Search**.

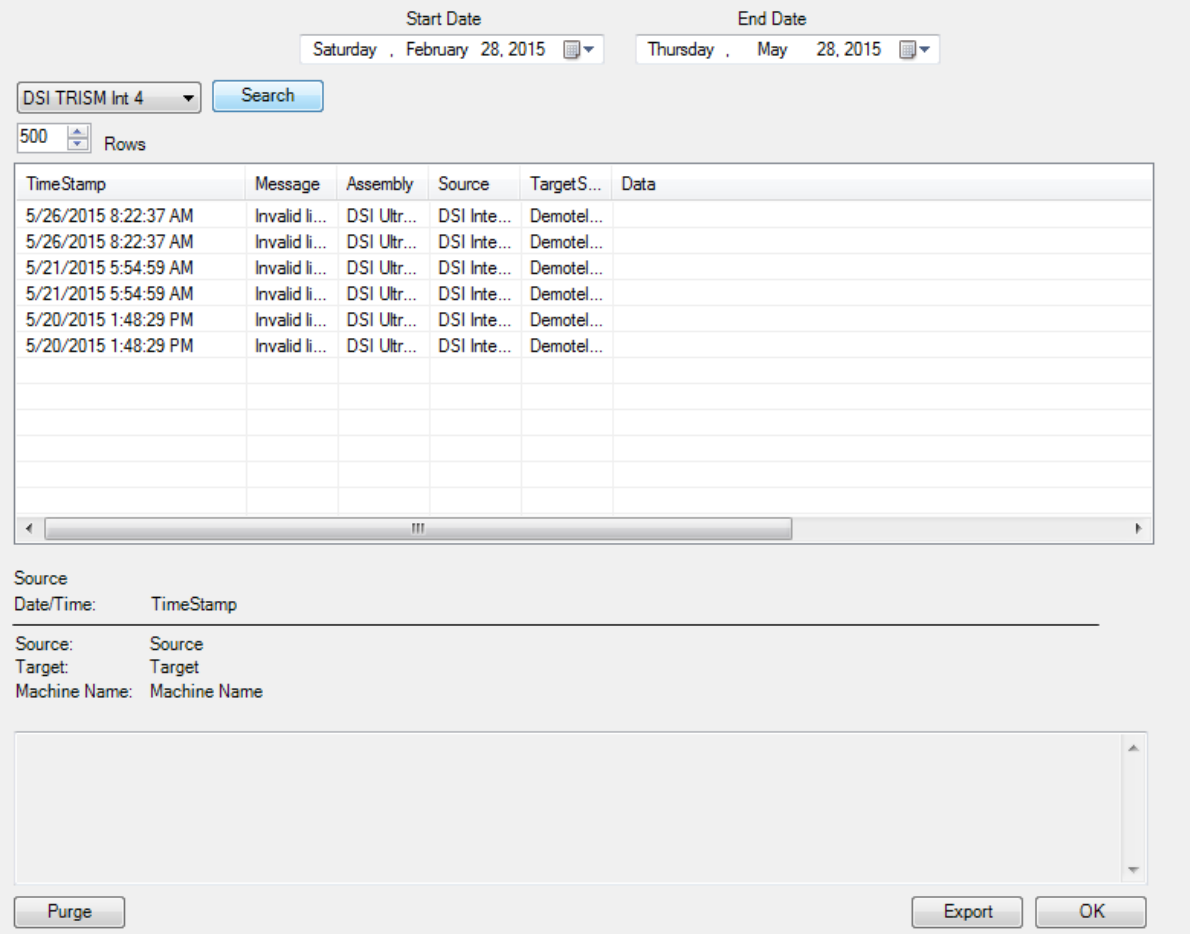
Purge - delete the log

Export – export log to a notepad file

Error Log

View the log of all errors encountered by third party services.

Select the dates to search by in the Start Date and End Date dropdown menus, then select the service in which to view the log. Click **Search**.



Click **Purge** to delete the log.

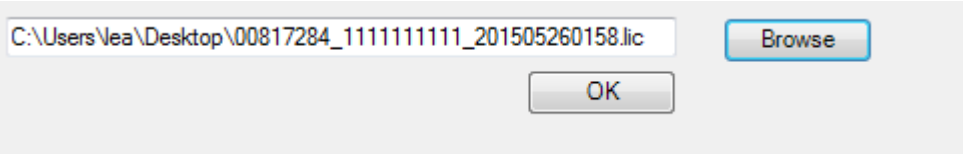
Client Information

Client Information displays a list of each TRISM workstation and the following information with which it is associated:

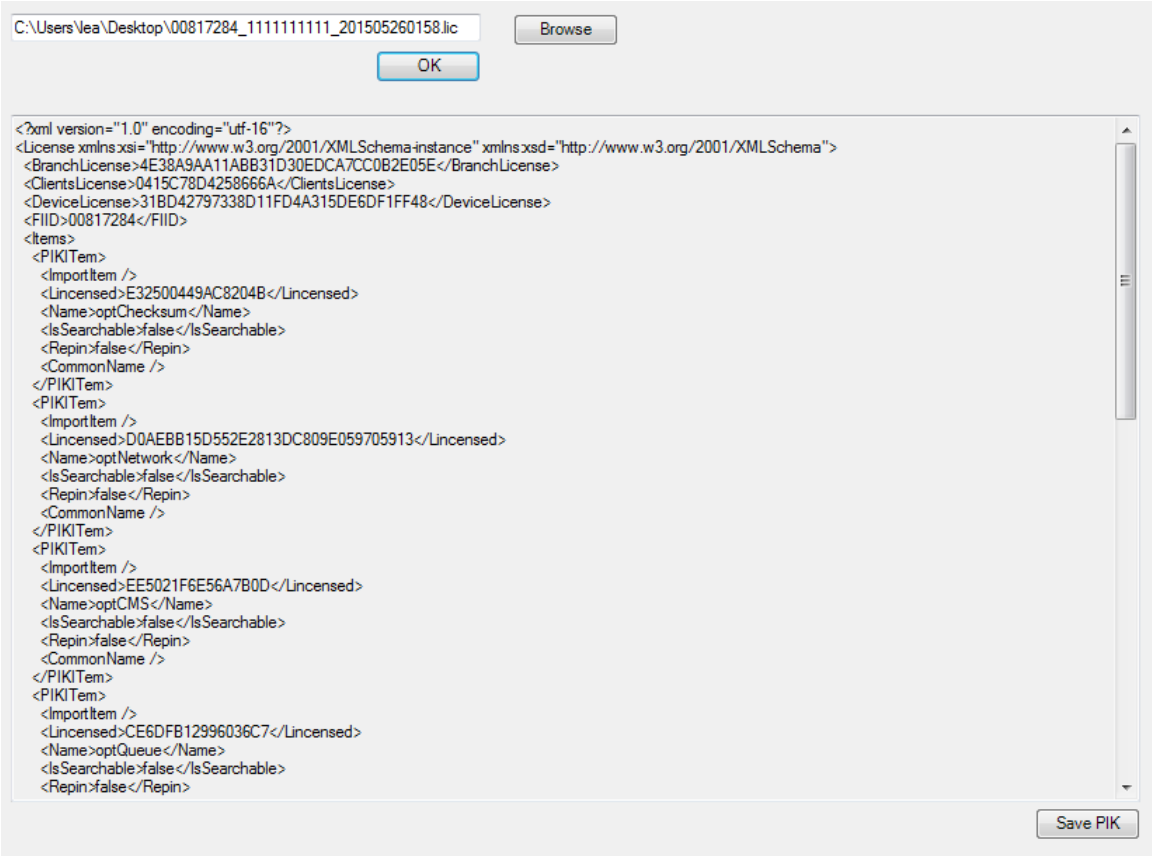
User ID
TRISM Version
Last Login
Last Logout
PIN Pad Serial Number

License

All licenses (e.g. device, PIN pad, MSR, workstation, etc.) are loaded into TRISM in this window. Click Browse to navigate to the license file.



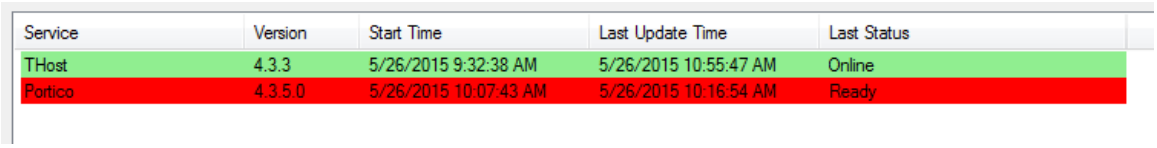
After it is selected, click OK.



Click Save PIK.

System Status

Display the version, start time, last update time, and last status time of services.



Service	Version	Start Time	Last Update Time	Last Status
THost	4.3.3	5/26/2015 9:32:38 AM	5/26/2015 10:55:47 AM	Online
Portico	4.3.5.0	5/26/2015 10:07:43 AM	5/26/2015 10:16:54 AM	Ready

Green = status table in database is running
Red = status table has not been updated in the number of minutes specified in General Configure menu

Appendix

System Requirements

A typical TRISM installation consists of a server or virtual machine (Host) and one or more workstations. A dedicated server or VM is strongly recommended to prevent network downtime as aspects of installation, setup, configuration, and updates may require system reboots. The server must be provided by the financial institution. The hardware and software requirements for TRISM installation are listed in the following table.

	Server (Host)	Workstation
Minimum Processor Speed	2 GHz ∗ 3 GHz or faster⟐	1.0 GHz ∗ 2.0 GHz or faster⟐
Available RAM	2 GB ∗ 5 GB or more ⟐	2 GB∗ 5 GB or more ⟐
Available hard disk space	20 GB ∗ 50 GB ⟐	5 GB∗ 10 GB ⟐
Minimum video resolution	SVGA (1024x768) or higher resolution video adapter and monitor	SVGA (1024x768) or higher resolution video adapter and monitor
Operating System	Microsoft Windows 2008®, 2008 R2®, 2012®, 2012 R2®, Windows 7-Pro®, Windows 8-Pro®	Windows 7-Pro®, Windows 8-Pro®
Database software	SQL Server 2008 R2®, 2012®, 2014® Standard, Express, or Enterprise	N/A
Webcam (OPTIONAL)	N/A	Logitech C920**, C615**, C525, Pro 9000 **C920 & C615 have tripod mounts. Tripods are available upon request.

∗Minimum ⟐Recommended

Note: Your operating system may have higher requirements for some components, such as processor speed and RAM. Refer to your operating system documentation for OS-specific requirements.

Card Layouts

Refer to the following guidelines when setting up card formats.

Card size	**3 3/8 x 2 1/8”**
Bleed	1/8” optimal; 3/32” minimum
Clearance	Text/logos at least 3/32” from edge of card, brand marks, magnetic stripe, EMV chip, or signature panel
Visa Specifications	
Visa® brand mark	9.75mm x 20.5mm
Distance from right of brand mark to right edge of card	2mm
Distance from bottom of brand mark to bottom edge of card	2mm
MasterCard Specifications	
MasterCard® brand mark	11.3 x 19.25mm
Distance from right of brand mark to right edge of card	2mm
Distance from bottom of brand mark to bottom edge of card	3mm
Custom Images	
Image file type	.jpeg, .bmp
Aspect ratio	3:2
Minimum resolution	1015 x 640

Custom Image Guidelines

Your financial institution reserves the right to determine, in its sole discretion, whether a submitted image will be accepted or rejected. All images submitted must have the consent of the owner including those images downloaded from the internet.

Any images that contain the below items will not be accepted:

- Company names, logos, slogans, third party brands, trademarks, copyrighted items, or any image which may be protected by trademark or copyright.
- Professional athletes, politicians, celebrities, public figures (excluding permission based photos of you, your family members, or friends photographed with a famous person).
- Depictions of illegal activities or otherwise inappropriate behavior.
- Addresses, phone numbers, social security numbers or other personal identification numbers, URL addresses.
- Items that may be considered obscene, offensive, indecent, provocative, nude, semi-nude, lewd, or otherwise inappropriate images, including profanity.
- Political affiliations or other socially sensitive images.
- Racially sensitive material.
- Artwork which was created by a third party for which you have not obtained permission from the owner to use.
- Cartoon or other characters for which express permissions have not been obtained. This includes images that you have not created and/or do not have permission to use.
- Any other image which is deemed unacceptable and reflects negatively on the branding message of your financial institution.

Permission Descriptions

Security

Edit Security Template - Allows user to edit templates

View All Branches – Allows user to see records for all branches

View all Branches – Allows user to see the records for all branches

View Regional Branches – Allows user to see the records at a regional level

Log into Thost – Allows user to log into the Thost application

Order Cards

View Order Card – Allows user to order cards

View Actions – Grant access to the Request menu

Edit Permissions – Allow user to change field permissions on the order card screen

Repin a Card

With PIN Verification – Require the customer to enter in their old PIN before selecting a new PIN

Override – Allow user to override the PIN verification requirement

Enforce Card – Card must be swiped to re-PIN. Re-PIN will not be possible if card is not present.

Order Card Express – Order card screen opens automatically upon login

PIN Mailer Only – Allows user to order a PIN mailer without a card mailer

Print Transactional Report – A transactional report will print after each card is ordered

Hide Customer Info on Transaction Report – Masks customer information

Read a Card – Allows user to read the magnetic stripe using the PINpad

CVV2 Calculator – Allows user to use CVV2 calculator for key verification

Queue

View Queue - Displays the Queue tab

Edit Card - Edit card records in queue

Delete Cards - Allows card deletion in the Queue

Delete from any Branch - Allows cards in queue to be deleted from any branch

Purge Queue Requests - Shows Purge Queue Requests button

Reports

View Reports – Displays the Report tab

View Local Reports – Allows user to see the predefined reports as well as custom reports that have been saved.

Run End of Day Reports – This allows you to see the option in the dropdown and the button

Run End of Day Reports – User – Allows user to view and print EOD reports

Run End of Day Reports – Admin – Allows user to process EOD reports

Show Mask Card Number – Masks the card number

View Non-Financial Reports – Allows user to view the non-financial report

View Individual Reports – Allows user to view individual (pre-made) reports

View Existing Reports – Allows user to view existing reports

Print Reports – Allows user to print reports

View Data Log – Allows user to view the interface data log

View Error Log – Allows user to view the interface error log

View Client Information – Allows user to view client information in reports

Device Access – Allows user to view and create Device Access reports

Vault Supply - Allows user to view and create Vault Supply reports

Device Error - Allows user to view and create Device Error reports

Spoiled Card - Allows user to view and create Spoiled Card reports

Branch Activity - Allows user to view and create Branch Activity reports

Device Access Report (CardStock) - Allows user to view and create Device Access CardStock reports

Background - Allows user to view and create Background reports

Same PINS - Allows user to view and create Same PINS reports

Different PINS - Allows user to view and create Different PINS reports

Inventory

View Inventory - Displays the Inventory tab

Device Unlock – Displays Device Access in the Inventory menu

View Card Stock - Allows user to view card stock

View Vault Inventory - Allows user to view vault inventory

Central View - Allows user to view central vault

Central Admin - Grant admin permission to the central vault

Central User - Grant user permission to the central vault

Branch View - Allows user to view branch vault

Branch Admin - Grant admin permission to the branch vault

Branch User - Grant user permission to the branch vault

Configure

View Settings - Displays the Configure tab

User Editing - Allows user to edit other users (if Active Directory is not used)

Add User - Show “Add User” button

Edit User - Show “Edit User” button

Delete User - Show “Delete User” button

Card Stock - Allows manipulation of card stock

- **Add** - Add card stock
- **Delete** - Delete card stock
- **Edit** - Edit card stock
- **Rename** - Rename card stock

General Edit - Shows General tab

User Editing - Shows Users tab

Template Editing - Shows Templates tab

Format Editing - Shows Formats tab

Device Editing - Shows Devices tab

Active Directory Edit - Shows Active Directory tab

Interface editing – Shows Interface tab

MSR editing – Shows MSR tab

CardStock Editing – Shows Card Stock tab

Branch Editing – Shows Branches tab

- **Add** - Add branches
- **Edit** - Edit branches
- **Delete** - Delete branches

Printers

- **Add** - Add devices
- **Edit** - Edit devices
- **Remove** - Delete devices

Database Configuration

- **Set Backup Options** – Set database backup options
- **Set Compact Options** – Set database compact options
- **Set Transfer Options** – Set database transfer options

Show Healthbar – Display red and green service status icons in T4 toolbar